

GRANDMA'S HOUSE OF HOPE

Housing Navigator



Job Title: Housing Navigator (2 openings)
Reports To: Housing Program Manager
FLSA Status: Non-exempt
Supervises: N/A
Employment Status: Full-time (40 hours/week)
Salary Range: \$23 - \$27/hour
Schedule: Monday through Friday 8:30-5pm and one extended shift 11:30-7:00 pm
Apply: Send resume and cover letter to hr@grandmashouseofhope.org

Organization: Grandma's House of Hope (GHH) empowers the invisible populations of Orange County by serving those who truly slip between the cracks of other programs. Founded in 2004, GHH fills gaps in basic needs by providing wrap-around shelter services to Orange County's most vulnerable, underserved and socio-economically disadvantaged women and men. Our welcoming homes nurture hope, our case managers promote growth, our counseling partners facilitate healing, and our housing navigators guide our participants toward stability. Our goal is for our participants to graduate to permanent housing as stronger, more confident, and autonomous individuals through these holistic resources. In our work, we value love and compassion, respect and acceptance, and honesty and integrity. Every day we work toward the realization of our vision: a thriving, supportive community full of caring and productive individuals where everyone has a safe place to call home. For more information on GHH, please visit our website at www.grandmashouseofhope.org.

Position: The Housing Navigator will provide individualized client support by helping each client develop a personalized service plan to address any barriers to obtaining and maintaining permanent housing. While the client is at the shelter, the Housing Navigator will provide employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their stabilization goals. The Housing Navigator will also perform community outreach to business owners, realtors, landlords, housing developers and other service providers to build strong relationships and identify new and existing opportunities to better assist clients in accessing resources, employment, supportive services, and housing opportunities.

Qualifications:

Requirements

- Employment Eligibility Verification
- Reliable transportation and valid California Driver's License
- Ongoing, active automobile insurance that complies with state requirements
- Successful completion of background screening
- Ability to obtain CPR/First Aid training certification

Education/Experience

- Minimum two years of experience in street outreach and/or homeless services
- Bachelor's degree in Business Administration, Human Services or comparable combination of education/work related experience
- Knowledge of housing resources, subsidy programs, and the Continuum of Care for homeless persons
- Computer skills with proficiency in Microsoft Office; HMIS training a plus

Other Skills

- Demonstrated ability to work with diverse communities
- Good problem solving and conflict resolution skills
- Professional demeanor and proven ability to exercise mature judgment
- Ability to work independently and as part of a team
- Strong written and verbal communication skills
- Must maintain regular attendance
- Must properly handle and maintain confidential information
- Highly motivated self-starter and ability to coordinate multiple projects simultaneously in a high pressure environment

Responsibilities:

In the Community

- Identify and build rapport with business owners, realtors, landlords, housing developers and other service providers to assist clients in accessing resources, employment, supportive services, and housing opportunities.
- Survey rental market for affordable housing, and advocate for clients with prospective landlords.
- Prepare materials for making presentations to realtors, property managers and property owners.
- Maintain a Property Manager/Owner Contact Log to meet set expectations.
- Establish, update, maintain and communicate a list of available housing opportunities at least twice per week.
- Identify appropriate permanent housing options for clients such as subsidized housing, Section 8, Shelter Plus Care, and VASH, as well as permanent supportive housing, affordable and market rate housing, and other housing opportunities.
- Mediate with landlords, obtaining utilities and making moving arrangements when indicated.
- Mediate disputes between homeless persons and neighborhood stakeholders.
- Assess properties for compliance with industry regulations and inspection readiness.
- Network with other agencies, coalitions, and local community meetings.

For the Client

- Assist clients in their search for housing, filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.
- Assist clients with housing applications, complete supportive and subsidized housing paperwork.
- In consultation with the assigned Case Manager and the client, determine housing barriers, preferences, needs and goals. May assist clients in completing SSI/SSDI and other entitlement applications.
- Provide self-sufficiency workshops in the areas of independent living skills.
- Conduct transitional program house meetings and social events.
- Assist clients with employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals.
- Demonstrate the utmost level of integrity in all instances, and show respect toward others and toward organization principles.
- Work respectfully and effectively in a multicultural environment.
- Provide support services in a non-judgmental manner.
- Assist clients with procuring necessary documents and services such as identification card, birth certificate, social security income, disability income.

Internal

- Develop working knowledge of the contracts and grants associated with the position.
- Maintain client-related data tracking systems, including case notes and complete HMIS entries.
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for monthly reports
- Maintain complete and accurate documentation of service objectives and outcomes.
- Complete follow-up and retention services and provide back-up documentation in client files.
- Attend collaborative meetings.
- Actively participate in staff meetings and trainings.

Physical Demands: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he will be required to drive an automobile or use public transportation to attend meetings within the community. S/he is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Requires some travel throughout north Orange County; therefore this position must have reliable transportation, a valid California Driver's License, and ongoing, active automobile insurance that complies with state requirements. If applicants use public transportation, they should consult with Human Resources regarding applicable requirements.

Work Environment: The noise level in the work environment is usually moderate and fast paced. While performing the duties of this position, the employee is occasionally exposed to outside weather conditions when driving to and from meetings. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Benefits: GHH has a generous benefits package, including 13 paid holidays, sick pay, vacation (PTO), time off for crime victims, retirement savings program, CaliforniaChoice healthcare plan and Concordia dental plan. Supplemental disability, accident and life insurances are available. Hybrid work schedules may be considered.

Grandma's House Of Hope Is An Equal Opportunity Employer.

GHH actively works to foster a diverse and inclusive environment for our staff, volunteers, and participants. GHH recognizes the importance of employing people who reflect the diverse backgrounds and life experiences of our participants in order to create a welcoming program. GHH's staff reflects that commitment, allowing us to relate to our participants linguistically and culturally. We believe that these lived experiences among our staff allow us to relate at a deeper, more authentic level with our participants.

We celebrate our inclusive work environment and encourage folks of all backgrounds and perspectives to apply. We are committed to having an inclusive and transparent environment where every voice is heard and acknowledged. We strongly encourage applications from women, people of color, LGBTQIA and other marginalized communities. GHH is committed to a barrier-free recruitment process and work environment. Please reach out to info@grandmashouseofhope.org or 714.558.8600 if any accommodations are needed.