



## JOB DESCRIPTION

## HOUSING NAVIGATOR

**TITLE:** Housing Navigator  
**REPORTS TO:** Program Director  
**PROGRAM:** Programs

**EXEMPTION STATUS:** Exempt  
**LOCATION:** Morningside  
**PREPARED:** March 2023

### JOB SUMMARY:

The Housing Navigator is responsible for identifying housing opportunities for families. Provides direct assistance and support to individuals/families that are ready to go into permanent housing. This position is required to actively seek out, obtain and maintain relationships with landlords, private and non-profit, as well as be responsible for implementing housing plans, participant budgets and working with internal and external stakeholders to connect participants to permanent housing, community resources and services to support housing placement. This is an Hourly, Full-Time position. Responsibilities include, but are not limited to the following:

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

#### Case Management

- Strategizes and presents housing leads to participants that include listings from housing authority, internet, and internal database of landlords/management firms/owners
- Provides psychoeducation to participants on how to complete housing applications, searches, and tenant rights and responsibilities
- Engages and assists program participants with applying for permanent subsidy or low-income housing assistance programs
- Transports participants as needed to housing viewing appointments, move-ins, housing authority appointments, and specific visits to relevant social service agencies that will support with meeting housing plan goals
- Drives personal vehicle in and around Orange County and drive agency vehicles periodically to transport program participants.
- Prioritizes and follow-ups with each participant as needed to ensure they are making progress towards their permanent housing goals.
- Ensures a “warm” hand-off and transition to the housing stabilizer to provide ongoing in-home case management services.

#### Advocacy

- Coordinates with internal and external stakeholders to ensure participants have the necessary items to secure housing and meet their housing goals
- Participates in case conferencing and case presentations
- Provides advocacy to help address issues and barriers between landlords and participants that may prevent move-ins
- Participates in individual and group supervision, agency, and community meetings as directed by supervisor

*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job. Other functions may be assigned, and management retains the right to add or change the duties at any time.*



### Compliance

- Regularly reviews housing leads and tracks outcomes on appropriate databases
- Documents all participant interactions through case notes using clinical documentation and HIPAA standards, and maintain timely, thorough, and accurate records for reporting purposes in HMIS and Apricot database
- Adheres to Data and Compliance expectations that include maintaining complete participant files

### Other

- Ability to work a flexible work schedule, including evenings and weekends as needed
- Additional tasks, projects, and responsibilities as assigned by supervisor

### ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Demonstrated knowledge of issues facing program participants (e.g. health, substance abuse, mental health, domestic abuse, trauma, immigration, legal)
- Ability to demonstrate empathy and a non-judgmental attitude when engaging with individuals that are unhoused
- Possess a high level of tolerance and understanding for individuals who present for services with mental health and physical health needs
- Must be flexible and demonstrate ability to adapt and thrive in fast-paced and challenging environments. Navigators are required to work across a variety of offices and field settings (motels, shelters, etc.)
- Comfort with facilitating housing search skills including housing location, filling out housing applications, and the lease-up process
- Customer Services skills
- Conflict resolution skills
- Proficient in Microsoft Programs (Word, Excel, Access, PowerPoint), Zoom, and web-based scheduling software
- Must be able to perform electronic data entry
- Strong written and verbal communication skills
- Demonstrated ability to prioritize roles, tasks, and deliverables
- Effective time management skills
- Strong advocacy skills
- Ability to work in a team and independently
- Ability to meet identified administrative deadlines and program deliverables
- Creative problem-solving skills
- Maintain and execute confidential information according to HIPAA standards

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## **HOUSING NAVIGATOR**

- Bilingual: Spanish/English preferred, but not required
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Travel is a regular duty for this position and is required 60% of the time
- Use of a personal vehicle to travel between worksites and other locations is required
- Must have and maintain a valid California Driver's License and auto insurance in good standing

### **SPECIAL REQUIREMENTS:**

- Criminal history background check
- FBI fingerprinting
- Clean DMV record
- Health Screening

### **EDUCATION, EXPERIENCE AND/OR LICENSES:**

- At least one (1) year work history and relevant transferrable skills

### **COMPENSATION:**

\$22.00- \$24.00 per hour. This full-time position is eligible for medical, dental, and vision coverage up to 100% coverage on a base plan for the employee as well as generous paid holiday, sick, and vacation leave. A 401k retirement savings plan is available after eligibility period. Life insurance and additional supplemental benefits are also offered. Public Service Loan Forgiveness Program eligibility by working at Thomas House.

### **APPLICATION PROCESS:**

Submit resume and salary history to [Info@ThomasHouseShelter.org](mailto:Info@ThomasHouseShelter.org) . You will be contacted should you be selected for an interview. No calls, please.

For more information about Thomas House, visit [www.ThomasHouseShelter.org](http://www.ThomasHouseShelter.org)