



Putting Veterans First Since 1992
 NEW DIRECTIONS *for* VETERANS

JOB DESCRIPTION

Title	Housing/Outreach Navigator
Reports to	Program Manager,
Location	Building 116
Type	Non-Exempt, Regular Full-Time

How this position supports our Mission:

The Housing Navigator works directly with participants to source, develop and secure housing appropriate for the client and develop a plan for move-in.

Responsibilities:

- Coordinates intake and individualized needs assessment for clients. Works with clients to develop Individualized Service Plan (ISP) that addresses barriers to obtain services/housing.
- Monitors and evaluates client's progression through their ISP and develops modifications to the plan as necessary.
- Assists clients with procuring necessary documents and services such as identification card, birth certificate, social security income, disability income.
- Identifies appropriate permanent housing options for client 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.
- Assist client with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords
- Provides information, referrals, linkages, and advocacy to assist clients in accessing services and resources.
- Performs outreach services, contacting homeless persons in all places where they congregate in the geographic areas covered under New Directions contracts.
- Provides supportive services in a non-judgmental manner.
- Drives Company provided vehicles and transports clients to appropriate services.
- Achieves working knowledge of the contract and grants that fund the services they provide.
- Maintains complete and accurate documentation of series objectives and outcomes as well as other services in accordance with federal, state, county, city and New Directions guidelines
- Maintains client related data tracking systems, including case notes and complete HMIS entries. Generates client data for monthly reports
- Work consultatively with other staff to ensure appropriate levels of services.
- Mediates disputes between homeless persons and community members/neighbors and stakeholders.
- Communicates with Program Manager on challenges to the effective delivery of services.
- Participate in conferences, workshops, special projects, staff training and other meetings or events as needed.
- Other duties as assigned.

Required Skills

- Ability to maintain regular consistent attendance and follow instructions as provided.
- Ability to effectively solve problems and carry out responsibilities under general supervision.
- Be detail oriented, able to set priorities, meet deadlines, maintain a professional attitude, conduct and appearance at all times.
- Working knowledge of community resources as they relate to homelessness as well as experience working with a multidisciplinary treatment team.
- The ability to interact and support clients with a diverse cultural, ethnic and economic backgrounds.
- Proficient in basic office software. HMIS and other social services data collection programs highly desired.

Education & Other requirements

- Associates Degree, Bachelor's Degree preferred or equivalent experience in a related field.
- Two years of street outreach experience
- Valid Driver's License, and ability to be insured by New Directions.
- Ability to Provide Employment Eligibility Verification.
- Complete a background screen and drug test.
- Provide annual evidence of tuberculosis test.
- Must be able to work flexible hours.

Work Environment and Physical Demands

- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Complex reading and writing skills with the ability to read, proof, and analyze complex documents.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- In this position you will be in contact with individuals and/or families in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and safety practices. You may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

No moving, or lifting to assist residences at any time. This is a liability risk and not part of the role of the Housing Navigator.

Job Description Acknowledgement

I have received, reviewed and fully understand the job description as outlined above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name: _____ Date _____

Employee Signature: _____

The employer is an "equal opportunity employer." The employer will not discriminate and will take "affirmative action" measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, creed, color, national origin, or sex.