

SPECIAL SERVICE FOR GROUPS
Job Announcement

Title: Housing Navigator (Safe Parking)	Division: HOPICS
FLSA: Non-Exempt/ Full time	Supervisor: Associate Director, Homeless Systems Integration
Pay Range: TBD	Revised: 11/19/2019

Summary

Under the supervision of the Associate Director for Homeless Systems Integration, the Safe Parking Program Housing Navigator is responsible for the following essential functions

Essential Functions:

- Must know, understand, and be able to articulate the mission, vision, and core values of HOPICS
- Obtaining and maintaining a working knowledge of all HOPICS programs and their eligibility criteria
- Prioritize multiple and often competing priorities
- Identify and report all hindrances to client success
- Attendance to all division wide trainings
- Ability to understand and carry out oral and written direction.
- Understand and accurately articulate the HUD definition of homelessness and chronically homeless
- Conduct intakes and assessment (VI-SPDAT)
- Manage a caseload of 35 households
- Ensure eligible clients are successfully connected to SPA 6 CES
- Assist client's with meeting immediate needs through linkage to temporary housing
- Develop and implement housing plans
- Maintain updated logs and tracking mechanisms
- Provide weekly reports to Associate Director
- Conducts street outreach and reengagement to connect clients to services
- Maintain a client case load
- Contribute to all contractual performance targets
- Primary contact for housing providers
- Develop and maintain relationships with community service providers
- Assist clients with identifying crisis, stable, and permanent housing
- Develop and maintain supportive service and housing resource guide
- Facilitate internal referrals and/or appointments within HOPICS and coordinate services with other division wide programs.
- Provide field based case management services as needed
- Participate in program and division specific events
- Some evenings and weekends required.
- Perform any other appropriate responsibilities as assigned by the Senior Manager for Community Services & Division Director.
- Maintain accurate files/records on activities, client services in compliance with HIPAA, CFR 42 and other funding requirements for auditing purposes.

- Attend meetings associated with other projects as assigned by Senior Manager for Community Services.
- Maintain appropriate boundaries with staff, clients and community partners.
- Adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.

Secondary Functions

- Responsible for coordinating transportation for participants using Agency van as needed.

Minimum Qualifications – Knowledge, Skills and Abilities Required

- High School diploma and 5 years' experience in the social service field OR bachelor degree in social work or related field and two years of experience in the social service field.
- If in recovery, a minimum of three (3) years of being drug and alcohol free is **MANDATORY**.
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Verification of Employment Eligibility and Background Clearance
- Ability to communicate effectively, both written and orally.
- Valid driver's license and reliable transportation.
- Current proof of Auto Insurance required.
- TB test required (Not more than (3) months prior to or (7) days after date of hire and renewal annually thereafter.
- CPR and First Aid Certification required within 30 days of employment with company.
- Basic computer word processing skills required.
- Ability to understand and carry out oral and written direction.

Non-Essential Qualifications (optional) – Knowledge, Skills and Abilities

- Working knowledge of Excel, HMIS, and other database programs is desirable.
- Knowledge of various community based treatment providers is desirable.

Supervisory Responsibilities

- This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

- The environment for this position is office and field based.
- Must be able to work in an environment with many priorities, busy, and fast paced.
- Must be able to problem solve, adapt to changes that are unpredictable.
- Must be able to work with highly aggressive clients.
- Must be able to work in various shelters environments.
- Exposed to highly aggressive clients: must communicate too many sources including courts and outside community agencies: sometimes noisy, loud and disruptive clients.

Physical Requirements

- In the course of performing this job, the incumbent typically spends time sitting, standing, walking, speaking, thinking, listening, and carrying (20lbs). Must sit at computer for data entry and reports: sometimes spend time driving and walking and carrying equipment/files/charts. Assisting client with moving their personal belongings. Speak to staff

and outside agencies in public meetings and Provider Meetings. Represent the Agency in a professional and positive manner

Mental Requirements

The incumbent in this position must be able to accommodate to any/all of the following:

- Uncontrollable changes in priorities/work schedules;
- Relate to other people beyond giving and receiving instructions; and
- Exposure to inappropriate behavior and language of others.
- Must be able to handle any/all of the following: interruptions, changes in priorities/work schedules; be able to process information, think, and conceptualize. Perform simple, repetitive, complex or varied tasks
- Comprehend and follow instructions
- Maintain work pace appropriate to given work load
- Relate to other people beyond giving and receiving instructions
- Effectively influence people on a consistent basis
- Make generalizations, evaluations or decisions without immediate supervision
- Accept and carry out responsibility for direction, control, and planning
- Communicate information to callers; Research material to answer caller's questions; Respond cheerfully to callers

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