

SPECIAL SERVICE FOR GROUPS
JOB ANNOUNCEMENT

Title: Housing Navigator
FLSA: Non-Exempt, Full Time
Pay Scale: TBD

Division: HOPICS
Supervisor: Senior Manager, HSI
Revised: 01/21/2021

Summary

Under the supervision of the Senior Manager for Homeless Systems Integration, the Housing Navigator is responsible for providing triage and linkage to support housing and homeless services for adult felony probationers.

Essential Functions

- Screen and triage individuals for available services through SPA 6 CES
- Conduct CES population specific triage tool
- Conduct intakes with eligible participants
- Develop Individual Service Plans with each participant and conduct monthly updates
- Document all encounters with client in HMIS within one business day
- Link and refer participants to available programs within HOPICS and SPA 6 CES as needed
- Identify community resources that will assist in removing barriers to meeting immediate needs
- Maintain a master participant log to track
- Identify, report, and work to remove all barriers to housing stabilization
- Provide weekly reports to Senior Manager for HSI and DOORS management
- Facilitate participants connection into interim housing beds through leveraged resources or limited bed nights funded through the program
- Track all bed nights in accordance with the establish case plan and program budget
- Work collaboratively with DOORS team and associated community partners attached to this project
- Provide field based case management services as needed
- Perform any other appropriate responsibilities as assigned by the Senior Manager for Homeless Systems Integration, Associate Director for Access and Engagement & 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 the Senior Manager for Homeless Systems Integration.
- 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.
- Regular attendance required.

Secondary Functions

- Overtime, holiday, or weekend work may be required.

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 take direction, utilize critical thinking, 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 the company.
- Computer word processing skills required. Ability to understand and carry out oral and written direction.

Non-Essential Qualifications - Knowledge, Skills and Abilities

- Working knowledge of Excel, HMIS, and other database programs 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

Me nt a l R e qui re m e nt s

- 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 workload 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

Special Service for Groups is an Equal Opportunity/Affirmative Action Employer