

Job Title: Client Navigator

FLSA: Full-Time/Exempt (40 hours per week)

Department: Shelter Services

EEO Job Classification: Professional

Reports to: Program Coordinator

Last Revised: May 16, 2018

Position Summary:

The Client Navigator is responsible for providing guidance and support to clients at the Austin Resource Center for the Homeless (ARCH) in order to connect these individuals experiencing homelessness to services and resources within the shelter and in the community. The Client Navigator works as part of an interdisciplinary team to provide information and referrals for clients unconnected with Shelter Case Management, housing interventions, and/or other service providers in order to engage clients as they work towards self-sufficiency. The Client Navigator works closely with clients to assist them in understanding diverse social service programs and to provide them with support as they progress through these various systems. The Client Navigator is also responsible for maintaining records via internet-based and other tracking systems.

Specific Duties, Functions, and Responsibilities:

- Provide supportive services and direct assistance to clients seeking Case Management, general shelter services, co-located partner agency services, as well as other community resources.
- Complete intake interviews and documentation for clients, verify records as required, and make appropriate referrals.
- Coordinate with other agency divisions/departments to ensure clients' access to shelter, programs, and resources when applicable; including, but not limited to groups, financial assistance, and available donations.
- Participate in intra/inter-agency Case Management and other service collaborations to share information, resources, and problem-solve client challenges and barriers.
- Maintain an active Homeless Management Information System (HMIS) license to complete data entry requirements. Maintain complete and accurate records via internet-based, hardcopy, and other systems mandated by Front Steps or other regulatory agencies. Obtain needed information and complete regular reports regarding clients served.
- Actively participate in ongoing staff trainings and actively maintain/expand knowledge of community resources.
- Promote a welcoming, organized, and safe environment for clients while communicating shelter behavioural guidelines with clients in a respectful manner. Defuse situations with clients in a professional and respectful manner while maintaining safety.
- Develop and facilitate informational classes/sessions, life skills, and/or other support groups.
- Assist in ensuring the orderly use of shelter amenities used by clients and actively contribute to housing move-ins and other essential activities.
- Attends all meetings and trainings as determined by the department and agency.

Other General Duties, Functions, and Responsibilities:

- Transport clients on an as-needed basis to medical, housing, and other appointments.
- Assist with other agency special projects as needed, including staffing special events and providing coverage for agency programs.
- Perform other duties as assigned.

Client Navigator – Job Description

Minimum Qualifications:

- Bachelor's degree in Social Work or related field. Professional experience in the field or closely related field may be considered in lieu of formal education.
- Knowledge of psychosocial theory, methods, and ethics.
- Ability to establish rapport, trust, and boundaries with clients.
- Ability to follow detailed instructions and work independently with minimum supervision.
- Strong organizational skills, with the ability to respond to deadlines in a timely manner.
- Strong computer skills, including word processing, spreadsheets, database usage, and internet.
- Reliable transportation and valid driver's license.

Preferred Knowledge, Skills and Abilities:

- Masters' degree in Social Work or related field.
- 1-2 years of professional experience working with the homeless or closely related special needs population.
- Knowledge and competency in Stages of Change, Harm Reduction, Motivational Interviewing, Crisis De-Escalation Skills, Trauma Informed Care.
- Knowledge of local social services community partners.
- Experience using a Homeless Management Information System (HMIS)
- Bilingual (English and Spanish and/or American Sign Language)