



TITLE: Housing Navigator
PAY TYPE: Hourly
FLSA: Non-Exempt
COMPENSATION: \$37,000-\$45,000
REPORTS TO: Coordinated Assessment System Manager

POSITION OVERVIEW:

Serves a key role in the system-wide assessment of homeless persons to match them to the appropriate housing intervention and assisting with obtaining all documents necessary for housing program enrollment. Housing Navigator is to assist people experiencing homelessness as assigned throughout the entire process of locating and obtaining housing; including shelter, navigation centers, transitional housing programs, rapid rehousing subsidy programs, and permanent supportive housing.

Housing Navigator may also assist client in obtaining housing readiness documentation and accompany persons through housing application process. Housing Navigator work as part of a larger team within the Coordinated Access System of Dallas and Collin counties.

KNOWLEDGE AND SKILLS:

- Excellent standards of customer service and professional communication.
- Excellent proficiency in Microsoft Office, especially Excel.
- Excellent computer skills and ability to be a super user of the HMIS system.
- Bachelor's degree or three years or more with experience in client intake and documentation, human services, or information and technology environments.
- Passion for ending homelessness.
- Maintaining a non-judgmental attitude and a display of unconditional positive regard when working with unsheltered individuals.
- Ability to have a "whatever it takes" attitude when working with challenging individuals.
- Ability to work as a member of a team.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Housing First models of service delivery.

DUTIES and RESPONSIBILITIES:

- Pulls households from the top of the HMIS by name list and begins the next step process to housing.
- Assists individuals that are homeless in gathering all documents necessary to complete a housing program enrollment.
- Assist in locating or identifying alternatives to divert from emergency shelter stays when appropriate.
- Accompanies clients to all housing appointments and serves as clients' primary advocate.
- Completes in-depth assessments, as needed, with clients to ensure proper supportive services are provided.
- Ensures all data is entered accurately into HMIS.
- Attends all Housing Navigator and HMIS trainings to fully utilize the Coordinated Access System accurately.
- Provides regular feed-back to management level staff of collaborating agencies regarding the Coordinated Access System.
- Provides feed-back to Coordinated Access System regarding Policies and Procedures of the Coordinated Access System.
- Participates in case conferences as needed.
- Participates in Coordinated Access Team meetings as needed.

REQUIREMENTS:

- Must have a car, valid state issued driver's license and car insurance.