



Job Title: Housing Navigator

Classification: Full-Time

FLSA: Exempt

Reports to: Program Director

Summary:

The Housing Navigator functions as the contract manager, housing case manager, and housing representative for House of Ruth. Duties include providing individualized client assistance and support to develop a plan that will address their barriers, increase their income, and maintain and sustain permanent housing. The goals are to end homelessness where it already exists, prevent it where it's about to exist, and when it cannot be ended immediately, to ensure that services are provided to the most vulnerable individuals first whenever possible.

JOB DUTIES & RESPONSIBILITIES:

Contract Manager

1. Become expert on the agency's contracts and grants related to housing assistance for clients.
2. Maintain client related data tracking systems, including case notes and complete HUD APR.
3. Prepare case-related reports including outcomes, successes and challenges.
4. Generate client data for monthly reporting.
5. Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and House of Ruth guidelines.
6. Complete follow-up and retention services, and provide back-up documentation in client database.

Outreach and Relationship Management

1. Perform community outreach to business owners, realtors, landlords, housing developers and other service providers to identify new and existing opportunities and build strong relationships to better assist clients in accessing resources, employment, supportive services, and housing opportunities.
2. Attend collaborative meetings with community partners.
3. Network with other agencies, coalitions, and local community meetings.
4. Actively participate in staff meetings and trainings.

Responsibilities: Supportive Services

1. Responsible to fulfill the overall mission of the House of Ruth.
2. Assisting survivors/victims with finding and maintaining housing.
3. Conduct screening interviews, complete intake documentation and coordinate move in and exit of all transitional housing participants.
4. Provide coordination of case management services and navigation services designed to assist clients and their families obtain stability.
5. Provide self sufficiency workshops in the areas of independent living skills, transitional program house meetings, social events, employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals.

6. Perform initial comprehensive case management assessment and develop a plan of intervention that addresses need for housing, services, crisis intervention, and continuity of care planning and coordination.
7. Respond to referrals and client's request for case management assessment and intervention within required response time.
8. Encourage and promote an environment that is strength based to assist clients in meeting their individual goals.
9. Enforces House of Ruth's Fontana 10-plex, and 4-plex transitional apartment units occupancy policies and procedures.
10. Will communicate regularly with Property Manager, any tenant issues, safety hazards, program issues that may impact occupancy and/or tenant safety, any requests from the city of Fontana, and any surrounding community issues that may impact the apartment complex, directly to House of Ruth's Residential Director via email or phone.
11. Driving may be necessary for business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license and reliable transportation. Client transport may be necessary.

QUALIFICATIONS

Education: Completion of a bachelor's degree program in Social Work or closely related field required.

Experience: Minimum two years working directly with people in crisis, homelessness and/or survivors/victims of domestic violence; working knowledge of Public Housing Authority and Housings Subsidies, e.g. Section 8, Shelter Plus Care, HFSS; familiarity with HUD and LAHSA guidelines; bi-lingual (English and Spanish) strongly preferred.

Computer Skills: HMIS Service Point strongly preferred; working knowledge of MS Office Suite and Google Docs.

COMPETENCIES

General: The ability to meet deadlines, exhibit critical thinking skills and have an attention to detail. An ability to plan and organize multiple short and long term tasks, and to successfully balance priorities independently and with minimal supervision. An ability to adapt to a variety of service-oriented settings both on and offsite in a professional and courteous manner is required.

Job Knowledge/Technical Knowledge: Demonstrated knowledge of domestic violence and systems advocacy. These skills incorporate motivational interviewing, knowledge of Housing First, Trauma Informed Care, crisis de-escalation skills, and a clear understanding of social issues related to domestic violence, homelessness, and poverty.

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others. Establish positive rapport with diverse populations, some of whom may have had negative experiences with service providers in the past. Maintain strict confidentiality, professional ethics, and boundaries. Must be comfortable with public speaking and conducting "cold calls."

Integrity and Respect: Demonstrates utmost level of integrity in all instances, and shows respect towards others and towards company principles. Works respectfully and effectively in a multi-cultural environment.

Judgment: Demonstrates ability to make independent and sound decisions in all situations. Makes recommendations for changes or appropriate actions to partner agencies and supervisor in a collaborative manner.

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions.

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of the work performed. Develops and maintains positive working relationships with community partners.

Accountability: Takes personal responsibility and ownership for adhering to all agency policies and procedures while also completing work timely and in accordance with performance expectations.

Work Hours/Schedule Regular: Normal work hours and days assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of client schedules.

Qualified applicants are asked to send a cover letter and resume to Melissa Pitts, Community Services Director at mpitts@houseofruthinc.org

House of Ruth is an equal opportunity employer and does not discriminate against race, ethnicity, religion, age, sex, marital status, or physical disability.

No phone or e-mail inquiries, please.