**JOB DESCRIPTION**

**Position:** Housing Navigator  
**Classification:** Full Time  
**FLSA:** Non-Exempt  
**Reports To:** Associate Director  
**Compensation:** $30,000 - $40,000 per year, DOE  
**Supervisory Responsibilities:** No

**Summary:**
The Housing Navigator will need to have extensive experiences working with individuals that are chronically homeless and/or homeless veterans. Knowledge of Public Housing Authority and Housings subsidy is ideal (i.e., Section 8, Shelter Plus Care, VASH). The Housing Navigator under the direction of the Associate Director provides client advocacy, case management, benefit establishment, linkage to Mental Health/Substance Abuse services, linkage to stable housing and all other supportive services as needed. Housing Navigators will provide individualized client support by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing. As part of the plan, the Housing Navigator will identify each area in which clients will need assistance to accomplish the outlined goals and objectives (i.e. scheduling appointments, applying for public benefits, identifying subsidized housing, etc.) and the Housing Navigator will take full responsibility for their clients’ success.

**Responsibilities:**

**Supportive Services**

- Conduct screening interviews, complete intake documentation and coordinate move in and exit of all program participants.
- Provide social work case management and navigation services designed to assist clients and their families obtain stability.
- Provide onsite case management services in the areas of independent living skills, cooking groups, house meetings, social events, employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals.
- 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.
- Respond to referrals and client’s request for case management assessment and intervention within required response time.
- Encourage and promote an environment that is strength based to assist clients in meeting their individual goals.
**JOB DESCRIPTION (continued)**

**Housing Navigator**

- Identify appropriate permanent housing options for clients, such as, subsidized housing Section 8, Shelter Plus Care, VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords.

**Contract Management**
- Achieve knowledge of the contracts and grants working under.
- Maintain client related data tracking systems, including case notes and complete HMIS entries
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for monthly reporting.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and PATH guidelines
- Complete follow-up and retention services, and provide back-up documentation in client file.

**Outreach and Relationship Management**
- Outreach to community, 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.
- Respond to community requests for street outreach intervention.
- Mediate disputes between homeless persons and neighborhood residents.
- Attend collaborative meetings.
- Network with other agencies, coalitions, and local community meetings.
- Actively participate in staff meetings and trainings.
- **Other duties as assigned**

**Qualifications:**
- Bachelor’s degree in Sociology, Psychology, Social Work or related field.
- Two years in related experience with case management services, housing, homeless and mentally ill populations.
- Computer skills with proficiency in Microsoft Office. HMIS training a plus.
- Project a professional demeanor.
- Demonstrated ability to work independently and as part of a team.
- Strong written and verbal communication skills.
- Maintain a regular attendance.
- Must maintain and execute confidential information.
- Highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressure environment.
- Ability to work with diverse communities and exercise mature judgment.
- Problem solving and conflict resolution skills.

**Required qualifications:**
- Employment eligibility verification.
- Reliable transportation.
- Updated tuberculosis test.
- Successful completion of background screening.
- CPR/first aid training

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*PATH is an Equal Opportunity Employer*
Physical demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (25lbs), and lifting (25lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Make and receives telephone calls. Use of general office equipment, copier, fax machine etc. Subjected to outside environmental conditions.