

One80 Place
JOB DESCRIPTION

Housing Navigator
Front-Line Staff

Housing Navigators are responsible providing shelter services to guests in One80 Place's shelters. Housing Navigators are responsible for maintaining a safe, housing-focused, trauma informed environment as they work to support individuals and families who are homeless move to permanent housing. Housing Navigators ensure the safety of shelter guests by implementing, monitoring and enforcing shelter expectations and reporting any and all facility maintenance issues, IT or alarm issues.

STATUS: Non-exempt

SPECIFIC REQUIREMENTS:

1. Bachelors degree in a human services related field, or equivalent experience.
2. Experience working with the homeless or similar population.
3. Excellent interpersonal, verbal and written communication skills.
4. Demonstrated ability to work independently and as an effective team member.
5. Ability to deal effectively with conflict and crisis in a calm manner to bring about a positive resolution.
6. Able and willing to work rotating shifts (eg. overnight, day and evening) as well as holidays and weekends.
7. Reliable transportation.

DUTIES AND RESPONSIBILITIES:

Intake Process and Acuity Confirmation:

1. Completes an initial needs assessment and acts upon critical needs appropriately and immediately.
2. Orients guests to the shelter programs by reviewing shelter expectations, schedules and goal of attaining permanent housing.
3. Completes VI-SPDAT, F-VI-SPDAT and Y-VI-SPDAT for shelter guests, when appropriate.
4. Identify guests who need to become housing document ready. Examples include, birth certificates, social security cards, income information, etc.

Client Engagement and Documentation Readiness:

1. Reviews and completes the Housing Services Agreement with shelter guests who choose to work towards permanent housing.
2. Assist guests in retrieving necessary documents for employment and housing. Examples include, birth certificates, social security cards, income information, etc.
3. Provide bus tickets for employed shelter guests.
4. Provide referrals to the Employment Specialist for appropriate guests.
5. Complete the Housing Preference Worksheet, Housing Barrier Assessment and Budgeting worksheets with shelter guests.
6. Works with shelter guests to identify alternative safe housing options and provides feedback to housing case managers and the Director of Shelter Services.

Recordkeeping and Reporting:

1. Document pertinent client information in HMIS. This includes guest conversations, warnings, progress towards housing goals and incidents.
2. Report critical incidents immediately to the Director of Shelter Services and the Chief Program Officer. Critical incidents include exposure to environmental hazards, death, etc.
3. Collects all required data necessary for funding and statistical reports.
4. Completes bed assignments in HMIS.
5. Completes shelter exit forms and submits to Housing Resource Coordinators.
6. Report all facility maintenance, IT and alarm issues appropriately and timely. Staff should send all issues to either repairs@one80place.org or IT@one80place.org.
7. Report all needs for cleaning, laundry, meal preparation and effective operations to Operation Staff on duty.

Property Management:

1. Assures the safety of all One80 Place properties through frequent walk-throughs inspecting for any potential hazards, risks or unsafe conditions.
2. Reports any hazards to the Safety Officer, Director of Shelter Services, or VP of Operations.
3. Reports all facility maintenance issues appropriately and timely. Staff should send all issues to either repairs@one80place.org or IT@one80place.org.

Teamwork and Collaboration:

1. Works in collaboration with shelter and all other One80 Place staff to facilitate a team environment.
2. Participates in One80 Place committees, such as the Health and Happiness Committee and the Guest Advisory Committee, as requested.
3. Actively participates in monthly staff and clinical team meetings and commits to group decisions.
4. Role models effective team behavior.
5. Demonstrates effective communication skills in building relationships with all One80 Place employees, volunteers, vendors, Board of Director's, clients and guests.
6. Report to the assigned shift on time, well-groomed, in uniform and ready to serve as a positive role model to all clients.
7. Substitutes for other staff when the need arises.

Daytime Housing Navigator Duties:

1. Invites and/or requests guests with case management appointments to remain at the shelter.
2. Conduct housing stability groups and encourage shelter guests to attend.
3. Proactively engage guests in conversations about housing search.
4. Reinforce housing goals as indicated by housing case managers.
5. Maintain all shelter schedules related to meals, chores, lights-out, etc.
6. Prepare guests for lunch and support kitchen staff in the dining areas.
7. Communicate all pertinent information learned during the shift to the evening housing navigators.

Evening Housing Navigator Duties:

1. Proactively engage guests in conversations about housing search.
2. Remind guests of appointments.
3. Distribute mail as necessary.
4. Provide medication boxes to the appropriate guests when requested.
5. Prepare guests for dinner and support kitchen staff in the dining areas.
6. Reinforce housing goals as indicated by housing case managers.
7. Maintain all shelter schedules related to meals, chores, lights-out, etc.
8. Communicate all pertinent information learned during the shift to the overnight housing navigators.

Overnight Housing Navigator Duties:

1. Working with Housing Resource Coordinators research low income housing opportunities and post.
2. Remind guests of appointments.
3. Reinforce housing goals as indicated by housing case managers.
4. Invite and/or requests guests with case management appointments to remain at the shelter.
5. Distribute mail as necessary.
6. Provide medication boxes to the appropriate guests when requested.
7. Prepare guests for breakfast and support kitchen staff in the dining areas.
8. Maintain all shelter schedules related to meals, chores, lights-on, etc.
9. Communicate all pertinent information learned during the shift to the daytime housing navigators.

Other Duties:

1. Performs other relevant duties assigned by supervisor or other One80 Place management staff.
2. Provides Housing Crisis Line assistance when necessary to prioritize those with a housing crisis.

PHYSICAL, ENVIRONMENTAL AND SENSORY DEMANDS:

1. Requires the ability to solve problems, make decisions, and listen.
2. Requires the ability to deal calmly in crisis situations.
3. Requires the ability to relate effectively to diverse individuals, be compassionate, firm, appropriate tone and always maintain confidentiality and professionalism.
4. Requires corrective vision and hearing to normal range; ability to move between service locations; sit and/or stand for long periods of time; ability to lift 25 lbs.
5. Use of phones, computers, time clocks, security cameras and other general office machinery.
6. Possible exposure to communicable diseases, emotionally stressful working conditions, and irregular hours.

IMMEDIATE SUPERVISOR: Director of Shelter Services

Staff Signature

Date

Supervisor Signature

Date