

JOB DESCRIPTION

Position Title	Department	Reports to
Housing Resource Navigator	Housing	Housing Intake Team Lead
Employment Status	FLSA Status	Effective Date
Full-Time	Temporary	1/1/2021 – 9/30/2022

POSITION SUMMARY

Good Samaritan Ministries mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

As an important part of the GSM Housing Team, the Housing Resource Navigator will work with vulnerable individuals and families to find, secure, and sustain stable housing in Ottawa County. She/he is responsible for providing person-centered intake assessments, and then walking with clients to locate, coordinate, and secure rental housing opportunities for families and individuals experiencing homelessness or at imminent risk of losing their housing. Working as part of a team, this position will work closely with landlords, property management companies, housing providers and other agencies to help households quickly transition into housing and provide connection to community resources to encourage long-term stability once households are housed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

1. Complete housing assessments to identify housing barriers, preferences, needs, and goals
2. Assist households in locating, securing, and maintaining rental housing of their choice, which can include assisting households with filling out rental applications, MSHDA Voucher paperwork, interpreting leases and understanding tenant rights and responsibilities
3. Connect with community programs and businesses to assist households with acquiring financial assistance, employment, supportive services, or other assistance to secure housing
4. Identify and negotiate with new and existing housing opportunities through outreach to landlords, property management companies, realtors, and other housing providers
5. Develop working knowledge of eligible program guidelines and prepare materials to help explain programs incentives to housing providers
6. Secure documentation from participants and other agencies according to requirements
7. Establish, update, maintain and communicate a list of housing opportunities and a Property Management/Owner Contact Log
8. Organize and manage time so all reports, notes, documents, and client files are current, accurate, and completed in accordance with HUD, MSHDA and agency regulations

9. Maintain accurate and timely records in client-related data tracking system (HMIS)
10. Create and send confirmation of assistance payment letters to utility companies, landlords, participants, DHHS specialists, and case managers, as needed
11. Assist clients with procuring necessary documents and services such as identification cards, birth certificates, social security income, disability income
12. Maintain appropriate boundaries with clients, staff and outside organizations, and adhere to professional standards of confidentiality, and ethical conduct in all forms of correspondence
13. Work respectfully and effectively in a multicultural environment and provide services in a non-judgmental manner
14. Maintain openness to supervision, which can include at least one shadowing experience per quarter, and at least one hour of bi-weekly face-to-face consultation with immediate supervisor
15. Attend all sponsored and/or required training and in-service sessions as scheduled, and lead internal and external training and in-service sessions as appropriate
16. Prioritize workload to maintain highest quality of services provided
17. Complete other duties as assigned

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- BSW or bachelor's degree in a related field
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Ability to complete work accurately under tight deadlines
- Ability to learn and comply with regulatory program rules and expectations
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Basic mathematical skills
- Knowledge of community resources
- Proficient in Microsoft Suite applications
- Ability to work flexible schedule; most hours between Mondays to Fridays, 8:30 a.m. - 5:00 p.m.
- Must have access to a personal vehicle, valid driver's license and auto insurance

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Experience working with homeless households
- Experience working with grant funded programs
- Experience in a non-profit organization
- 3 years field experience
- Spanish language proficiency

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Housing Resource Navigator primarily works in a professional office environment, and travels to attend off-site trainings, community meetings, and events as assigned.

While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 50% of the time, and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Reviewed with employee by

Signature: _____
Name (print): _____
Title: _____
Date: _____

Received and accepted by

Signature: _____
Name (print): _____
Title: _____
Date: _____

Good Samaritan Ministries is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.