



## JOB DESCRIPTION

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Building Opportunities for Self Sufficiency, nor does it in any way alter the employment-at-will relationship that exists between employees and Building Opportunities for Self Sufficiency. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description.

<b>JOB TITLE:</b>	Housing Navigator
<b>REPORTS TO:</b>	Program Manager
<b>EMPLOYMENT STATUS:</b>	Non-Exempt
<b>TIME COMMITMENT:</b>	Full-time
<b>BARGAINING UNIT:</b>	Eligible representation by the California Professional Employees, #2345

### ORGANIZATION

The mission of BOSS is to help homeless, poor, and disabled people achieve health and self-sufficiency, and to fight against the root causes of poverty and homelessness. The organization was founded in 1971 by a group of volunteers from the Hillel Streetwork Project in Berkeley who responded to the needs of mentally ill individuals being released to the streets by state hospital closures. Today, BOSS develops solutions to mass homelessness, mass incarceration and community violence and is dedicated to the inclusion of people marginalized by addiction, trauma, criminality, incarceration, poverty, racism, sexism, homelessness and violence with an intentional focus on four areas of service with Housing Security, Criminal Justice Reentry, Neighborhood Safety, and Social Justice Programs and services. BOSS works one-on-one with each family and each individual to help them achieve stable income, permanent affordable housing, and lasting wellness.

### POSITION DESCRIPTION

The Housing Navigator reports to the Program Manager for facilitating pathways to permanent housing for those who are on the street or in a BOSS shelter. He/she has experience maintaining relationships between landlords and guest and oversees housing-focused case management provided through BOSS's Housing Navigation program. The Housing Navigator fills a central role in linking homeless guests to an appropriate housing plan and supporting the navigation team in sustaining placements. The end goal for Housing Navigator is to facilitate rapid and resourced exits from homelessness into permanent housing and provides participant advocacy, benefit establishment, linkage to Mental Health and/or Substance Use Services, linkage to stable housing and all other supportive services as needed. Housing Navigators will provide individualized support by helping each guest develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing.

#### *Essential Functions (Duties and Responsibilities):*

Facilitate housing navigation activities using a housing first approach:

- Identify target/eligible participants, up to and including engaging harder to reach guests in dialogue about housing opportunities.
- Facilitate the housing planning process, including oversight of barriers and putting eligible participants on a path to maintaining housing.
- Prepare supporting documentation for guests, entering either the supportive or rapid re-housing programs.
- Coordinate appropriate systems to place guests in permanent housing and set up any necessary supports, such as utilities and furniture.
- Remain primary point of contact between the guest and landlord until after the signing of the lease or sublease.

### **Property Management**

- Facilitate monthly rent meeting and submit check requests for all housing guests being supported financially
- Check with landlords by the fifth of each month, ensuring that rent is paid and there are no concerns
- Remain the agency's primary point of contact for landlord relationships
- Coordinate options for moving/maintenance issues
- Address lease-related issues on all supportive housing units

### **Team Participation**

- Participates in staff meetings and other group activities essential for operations
- Leads team discussions on participant progress and lack of progress, and helps to develop possible solutions to ensure best support for the participant's success.
- Promotes good community relations and utilizes community services and resources.
- Attends scheduled training programs for professional development that includes, at a minimum, trainings required by BOSS and by regulatory and accrediting bodies.
- Assumes on-call responsibility, as assigned.
- Performs other duties as assigned.

### **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 participants 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

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree in Sociology, Psychology, Social Work or related field, (OR) H.S. Diploma or GED with 7 years experience working with homeless populations
- Two years in related experience with case management services, housing, homeless and mentally ill populations.
- SOAR Certification or relevant training
- 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.
- Knowledge of community and social service resources in Alameda County
- Excellent interpersonal and communication skills, both written and verbal
- Computer skills with proficiency in Microsoft Office. HMIS training a plus.
- Knowledge and understanding of data collection and interpretation
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

### **Preferred Skills:**

- Understanding of, and commitment to, the use of harm reduction strategies in the provision of

services:

- Understanding of, and commitment to, the use of evidence based practices, including housing-first, trauma-informed care and critical time intervention
- Commitment to active client involvement in program development and the design and delivery of supportive services
- Creative, dynamic, flexible and resourceful personality with the ability to infuse staff and participants/residents with enthusiasm
- Sensitivity to the needs & issues of homeless persons, persons living with trauma, persons with disabilities, (mental illness, alcohol and other drug problems, etc.)
- Tolerance of stressful situations and the ability to deal with stress constructively

Other expectations:

- Access to a reliable vehicle, insurance, current CA driver's license & good driving record.
- Certification in CPR/First Aid.
- CPR/first aid training

**LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other mental health related documents. Ability to write clear, concise and accurate correspondence. Effective oral and written communication skills.

**MATHEMATICAL SKILLS:**

College level mathematical skills required.

**REASONING ABILITY:**

Ability to solve complex problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram form. Demonstrated skill with problem solving techniques.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**MENTAL DEMANDS:**

This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.