



NEIGHBORHOOD PLACE OF PUNA

To Nurture, Strengthen, and Celebrate Ohana

www.neighborhoodplace.org

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Job Description

Job Title: Housing Navigator
Department: Family Assessment Center
Reports To: Program Coordinator
FLSA Status: Exempt
Created on: May 2019 (Revised December 2023)
Approved By: Paul Normann

Position Summary:

Under the supervision of the Family Assessment Center Program Coordinator or a designated supervisor, the Housing Navigator is responsible for: (1) Working directly with homeless families to assist them in obtaining permanent housing as quickly as possible. (2) Assisting families in becoming document ready. (3) Providing case management for families while they are participants of the shelter and for at least 6 months after obtaining housing. (4) Providing client advocacy, benefit establishment, tenancy skills, and linkage supportive services that may include: mental health, substance use programs, or parenting supports, etc. (5) Networking with the community and service providers to discover available resources. (6) Providing support, education and guidance to families to develop their tenancy/life skills (7) Utilizing the Housing First and Trauma Informed approach in all aspects of this position.

Essential Duties & Responsibilities include the following:

- Responding to families with compassion and deep respect. Understanding that each person's journey is unique and that your role is not to fix people or change people but rather to support them in ending their homelessness in the way that works best for them at this stage in their life's journey.
- Conduct initial screening and assessments and enter into data collection systems
- Help participants establish goals and create an Individualized Housing Plan to assist them in obtaining stable housing as quickly as possible.
- Meet with program participants regularly and consistently — at the shelter, in the community, at appointments, or in their homes — to support them in succeeding in obtaining and maintaining stable and safe housing.
- Provide limited transportation — when appropriate and in coordination with the Program Coordinator — to assist families in attending meeting that may facilitate them in obtaining housing
- Work with program participants to help them develop tenancy skills
- Provide services to assist families to become document ready.
- Assess risks and strengths to assist in the development of appropriate plans and supports to help ensure seamless continuation of supportive services to optimize maintaining long-term housing stability.
- Document all pertinent data and information regarding work with families, agencies and other community members in a timely manner in accordance with company requirements.
- Maintain flexibility in schedule to provide case management when families are available.

- Follow Neighborhood Place of Puna policies and procedures.
- Attend staff meetings and training.
- Update shared calendar to show client appointments, activities, meetings and general schedule.
- Make decisions that have significant impact using independent discretion and judgment pertaining to NPP's services and clients.
- Manage appropriate caseload as directed by company/supervisor requirements.
- Allow entry into services without any requirements of the participants for sobriety, participation in treatment, medication protocol, compliance, or demonstrated "housing readiness".
- Advocate for participant families when appropriate.
- Ensure that the children in the household are safe, healthy, and – if age appropriate – attending school.
- Perform other duties assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High School Diploma and two years of experience serving vulnerable and challenged individuals.
- An Associate Degree or higher may substitute for years of experience.

Skills and Knowledge

- Ability to type an average of 38 words per minute.
- Ability to communicate effectively and courteously with families, staff, community members.
- Knowledge of available community resources.
- Aware and sensitive to the different ethnic groups in the East Hawaii community.
- Ability to work with minimal supervision.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to maintain confidential materials and information.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries

Competencies:

- Proven experience in coordinating/organizing programmatic and community activities a plus.
- Proven ability to provide comprehensive and personalized housing focused support services to families on site and after transition into housing is essential.

- Proven ability to Problem Solve - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Self Development Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes case management tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of clients, families, or employees of an organization.

Reasoning Ability:

Ability to solve practical 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, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of the Google suite of office tools: Google Docs, Sheets, Slides, Forms, etc as well as Microsoft Office, and Internet software as well as some Social Media knowledge.

Other Requirements:

- Valid Hawaii driver license and no-fault car insurance.
- A Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Maintain upkeep of office and general cleanliness of workspace

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 this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing 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 this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

In the course of performing the duties of the Housing Navigator it is not unusual to see, engage or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations, but those in the position should reasonably expect these types of things to occur and the Program Coordinator must provide appropriate direction and support to these situations.