



Housing Navigator 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, Executive Director

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 client advocacy, benefit establishment, tenancy skills, and linkage supportive services that may include: mental health, substance use programs, or parenting supports, etc. (4) Networking with the community and service providers to discover available resources. (5) Providing support, education and guidance to families to develop their tenancy/life skills (6) Dedicates time and resources for identifying housing and recruiting landlords (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 meetings 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.



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- 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 an 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.
 - Develop relationships with landlords and participants simultaneously and can help match participants to landlords who are a "good" fit.
 - Can translate landlords' tenancy expectations to participants.
 - Demonstrates effective time management skills by prioritizing tasks, meeting deadlines, and efficiently allocating resources to ensure the timely provision of services and support to families in need.
 - 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.



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- An Associate Degree or higher may substitute for years of experience.

Skills and Knowledge

- 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:

- Problem Solving: Identifies, analyzes, and resolves issues promptly and effectively.
- Self-Development: Actively pursues skill enhancement and shares expertise.
- Customer Service: Manages difficult situations, responds promptly, and solicits feedback.
- Interpersonal Communication: Handles conflict, listens actively, and remains open to new ideas.
- Communication Skills: Communicates effectively both orally and in writing.
- Teamwork: Balances responsibilities, welcomes feedback, and supports team success.
- Diversity and Ethics: Demonstrates respect for diversity and upholds ethical standards.
- Organizational Support: Follows policies, completes tasks accurately, and supports organizational goals.
- Judgment: Makes sound decisions and involves appropriate stakeholders.
- Motivation: Sets and achieves goals with persistence and adaptability.
- Planning/Organizing: Prioritizes tasks, plans efficiently, and sets realistic goals.
- Professionalism: Reacts well under pressure, treats others with respect, and follows through on commitments.
- Quality and Quantity: Demonstrates accuracy, strives for productivity, and seeks improvement.
- Adaptability: Manages changes and unexpected events effectively.
- Attendance and Dependability: Consistently punctual and reliable, takes responsibility for tasks.
- 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.



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- 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.