



Department: Community Services	Job Description
Job Description Title: Housing Navigator	FLSA Status: Non-Exempt
Accountable To: Housing Department Director	Position Status: Full Time / Grade 12 / \$20.19 ph
Prepared By: HR	Revision Date: December 27, 2024

CAPNM is an Equal Opportunity Employer

Job Summary:

This position works closely with individuals and families that are struggling with housing instability.

The Housing Navigator is responsible for determining eligibility of individuals and is responsible for education, community outreach, performing intakes, monitoring client's progress, accessing and linking clients to community resources, and helping clients to successfully transition to permanent, stable housing.

Works in partnership to administer the Section 8 housing choice voucher program and HUD VASH for Veteran housing needs. Completes inspections, interacts with tenants/ landlords and completes paperwork/ documents all transactions in a timely fashion, in accordance with Federal and State regulations and Housing and Urban Development (HUD) housing quality standards.

Protects Agency interests by adhering to established compliance standards.

Essential Duties and Responsibilities:

- Provide limited case management to households including, but not limited to screening, intakes, assessment, follow up, appropriate progress tracking, etc.
- Assist participants in completing lease agreements and obtaining other supportive documents such as identification, social security cards, and applications for relevant social service or other housing programs.
- Maintain up to date information regarding tenant occupancy, move outs, vacancies, and other property management issues.
- Establish and maintain collaborative working relationships with community resources and stakeholders.

- Conduct housing inspections, and home visits according to program requirements.
- Achieve knowledge of the contracts and grants for which you work under.
- Maintain client related data tracking systems, including case notes and complete HMIS and Central Database System (CDS) entries.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and the agency's guidelines.
- Mediate disputes between participants and landlords.
- Attend appropriate service provider and community resource meetings.
- Attend training and workshops as directed.
- Able to work as part of a team and independently.
- Communicate effectively with up to date information. Process annual and interim re-exams for existing clients, negotiate leases, prepare timely reports, collect, and analyze income and client personal data and process transfers and ports to four-county service region. Maintain continuous and effective communication regarding the policy while maintaining confidentiality.
- Contact independent property owners and property management companies to educate them on the benefits and requirements of the Program. This requires meeting with and/or recruiting potential property owners, keeping property owners informed of Program changes and informing them of other housing resources.
- Other duties as assigned and required.

Minimum Qualifications (Experience/Education):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

- Associate degree or equivalent with 2 years' experience working in social service environment with special needs populations or equivalent combination of education and related work experience.
- Ability to work with people from diverse socio-economic and educational backgrounds, cultural identities, and disabling conditions including physical, mental, substance use, etc.
- Self-starter, outstanding organizational, verbal, and written communication skills.
- Ability to perform daily duties to achieve expected outcomes and performance measurements with minimal supervision.
- Ability to travel to various sites.
- Ability to work independently.
- Ability to work occasional evening or weekend hours.
- Working knowledge of office equipment.
- Good interpersonal, written and verbal skills.
- Well organized.
- Must possess and maintain valid Montana driver's license.
- Must possess proof of and maintain personal auto insurance.
- Must be insurable under CAPNM's auto liability per insurance carrier's requirements.

Physical Demands & Working Conditions:

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.

- Requires regular on time attendance and appropriate attire
- Frequent sitting, walking and standing
- Requires occasional to frequent standing, bending, stooping, sitting, walking
- Full use of hands and arms on a frequent basis
- Grasping

- Lifting, carrying, pushing or pulling up to 25 lbs occasionally
- Some exposure to wet and/or slippery conditions
- Work requiring frequent attention to detail and continuous deadlines
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected. They demonstrate a passion for integrity, honest interaction and professional excellence.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.