



<b>Department:</b> Community Services	<b>Job Description</b>
<b>Job Description Title:</b> Housing Navigator I	<b>FLSA Status:</b> Non Exempt
<b>Accountable To:</b> Community Services Department Director	<b>Position Status:</b> Full Time / Grade 12 / \$18.63 ph
<b>Prepared By:</b> ED	<b>Revision Date:</b> October 21, 2022

**CAPNM is an Equal Opportunity and Affirmative Action Employer**

**Job Summary:**

This position works closely with the veteran population. The Housing Navigator is responsible for determining eligibility of individuals whom will participate in housing programs. The Housing Navigator is responsible for education and advocacy about the programs, community outreach, providing admissions procedures, performing intakes, monitoring client's progress, and needs, accessing and linking clients to community resources, and helping clients to successfully transition to permanent, stable housing. The Housing Navigator will also be responsible for documenting case notes and program activities, entering data and preparing monthly reports, tracking financial data, and assisting with annual program progress reports. Protects Agency interests by adhering to established compliance standards.

**Essential Duties and Responsibilities:**

- Provide ongoing case management to individuals currently in the Housing Programs. Case management includes, but is not limited to: screening, intakes, assessment, service plan development, monitoring, linkage to appropriate community resources, follow up, appropriate progress tracking, assistance with independent living skills, etc.
- Implement and maintain department policies.
- 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.
- Ability to provide program evaluation and outcome report.
- Facilitate and coordinate supportive activities with other agencies, including accessing mental health, substance abuse, or medical services, employment assistance activities such as job readiness skills, and any other relevant activities for program participants.

- Maintain thorough and complete records of participant's activity and progress.
- 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 entries.
- Prepare case-related reports including outcomes, successes and challenges.
- Generate client data for monthly reporting.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and the Organization's guidelines.
- Complete follow-up and retention services, and provide back-up documentation in client file. Mediate disputes between participants and landlords.
- Attend appropriate service provider and community resource meetings.
- Attend training and workshops as directed.
- Assist with developing strategies to inform the community about the programs and to improve service delivery.
- Keep resource materials updated.
- Able to work as part of a team and independently.
- Mentors new staff, may supervise.
- Accepts other duties as assigned.

**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 of experience in working in social service environment with special needs populations.
- Minimum of 2 years of successful experience in adult case management and/or housing programs.
- Ability to work with homeless and low income individuals of diverse backgrounds, cultural identities, and disabilities including physical, mental, substance abuse, HIV/AIDS, 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.
- 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.

- Frequent sitting, walking and standing
- Intermittent bending, stooping and squatting
- Full use of hands and arms on a frequent basis
- Frequent repetitive movement, especially with hands and arms
- Continuous use of keyboard
- Grasping

- Lifting, carrying, pushing or pulling up to 25 lbs occasionally
- Normal hearing both in conversation and with a telephone
- Frequent speaking in a clear and understandable manner
- Good close, distant and peripheral vision
- Some exposure to wet and/or slippery conditions
- Some exposed to annoying odors
- Work requiring continuous attention to detail
- Frequent work with deadlines
- Travel by auto with exposure to moving traffic in year round weather conditions
- Some travel with overnight stay
- Some exposure to offensive language, angry clients and public and threats
- 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.