



Department: Community Services	Job Description
Job Description Title: Housing Navigator II	FLSA Status: Non Exempt
Accountable To: Housing Department Director	Position Status: Full-time /Grade 13 / \$21.98 ph
Prepared By: ED	Revision Date: July 1, 2025

CAPNM is an Equal Opportunity Employer

Job Summary:

The Housing Navigator is responsible for determining eligibility of households, potentially with high barriers such as disabling conditions or criminal background that apply, or are referred, for homeless prevention housing programs. Responsible for education and advocacy about available Agency and Community Partner housing options, providing admissions procedures assistance, perform intakes, monitor client needs and progress, provide meaningful client referrals to additional Agency and community resources, and help clients to successfully transition to permanent, stable housing. Will be responsible for documenting case notes and program activities, data entry, preparing 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 monitoring services to households currently in a Housing Program. 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, etc.
- Assist participants in completing lease agreements
- Assists the team in tracking and collecting and compiling data into the HMIS data system and Central Database System (CDS).
- 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 (Housing Quality Standards and Habitability), and home visits according to program requirements.
- Assist with landlord engagement and recruitment to participate in housing programs.
- Mediate disputes between participants and landlords.
- Attend appropriate service provider and community resource meetings as directed
- 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.
- 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.

- A minimum of four years combined of post-secondary education and years of experience providing services to clients experiencing mental health challenges, or an equivalent combination of experience and post-secondary education.
- HQS certification within six months of hire.
- 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.