

Haven House Services Job Description

Job Title: Housing Navigator/Case Manager
Department: Crisis and Homeless Services
Reports To: Transitional Living Program and Street Outreach Operations Coordinator
FLSA Status: Full time, non-exempt
Last Reviewed: 10/12/18

SUMMARY

Responsible for facilitating connections to permanent/stable housing for street dependent youth served in the agency's Crisis and Homeless programs. Oversees housing-focused management and relationship building with landlords willing to work with young adults ages 18-24. Assists Case Managers in linking youth to appropriate housing plans and supporting the stabilization team in sustaining placements. Facilitates rapid and resourced exits from homelessness into permanent housing. Through case management activities, partners with youth to advocate and guide them toward collaborative goals in the areas of basic needs, employment, and rental assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Facilitates re-housing activities using a housing first approach

- Works with identified target/eligible clients in dialogue about housing opportunities.
- Assists Case Managers with facilitating the housing planning process and putting eligible clients on a path to maintaining housing.
- Prepares supporting documentation for youth entering either the supportive or rapid re-housing programs.
- Assists with fielding calls and setting appointments for coordinated entry process.
- Remains primary point of contact between the youth and housing locator and/or landlord until after the signing of the lease or sublease.

Property Management

- Researches and develops potential new rental relationships.
- Facilitates monthly rent meeting and submit check requests for all housing clients being supported financially.
- Checks with landlords by the fifth of each month, ensuring that rent is paid and there are no concerns.
- Remains the agency's primary point of contact for landlord relationships; sustain and strengthen these connections.
- Coordinates options for moving/maintenance issues.
- Addresses lease-related issues on all supportive housing units.

Case Management (caseload of 4-6)

- Provide intensive case management services including, but not limited to, connecting youth to appropriate services through referrals, accessing resources and benefits that will support independent living, planning and facilitating life skills classes and locating appropriate housing.
- Maintain and update all client data in the Homeless Management Information System (HMIS) and on other required reports in a timely and accurate manner (Kaleidacare).
- Keep accurate client records which are updated in a timely manner and comply with internal policies and procedures, as well as all regulatory guidelines.

- Share on-call responsibility.
- Conducts home visits in accordance with the program’s policies and procedures.

General

- Completes all required trainings.
- Participates in agency outreach and fundraising events.
- Demonstrates a willingness to assist in other agency programs as needed.
- Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities.
- Displays sensitivity to the service population’s cultural and socioeconomic characteristics.
- Strives to embody the agency’s Code of Ethics while working towards the agency’s Mission.
- Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership.
- Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES: None

EDUCATION and/or EXPERIENCE:

Minimum Bachelor’s Degree in a human service with at least one year working with a vulnerable population (i.e. homeless, mentally ill, substance use, etc.) or equivalent experience or training. Demonstrated knowledge of skills in behavioral health, success planning, community rehabilitation and case management. Familiarity with the housing market and related resources.

Physical Demands/Working Conditions:

- Occasional evening and weekend hours required
- Must conduct client home visits
- Exposure to outside weather conditions
- Potential exposure to blood borne and/or airborne pathogens

Other Requirements:

- Valid North Carolina Driver’s License and satisfactory driving record
- Current valid proof of car insurance
- Acceptable background report
- Negative drug screen
- Personal vehicle for use in conducting home visits and/or transporting clients when agency vehicles are unavailable

Supervisor

Date

Employee

Date