

**Position:** Housing and Benefits Navigator

**Job Classification:** Full-Time/ Salary/Non-Exempt

**Starting Salary:** \$35,568

**Job Status:** Temporary (6-12 months)

**Reports to:** Housing and Benefits Coordinator

## Overview

Housing Solutions seeks motivated professionals who want to use their talents and skills to make a difference. Our staff are flexible and passionate about enriching people's lives. If you are mission-driven, dedicated to superior service and support, can diligently work independently and in a collaborative environment, join our team. HS is leading the fight to end homelessness in Tulsa County. Here, not only would your work have a real impact on the community, but we also offer a comprehensive and competitive benefits package. As the lead agency in the HUD-funded Tulsa County Continuum of Care, we coordinate and manage over \$3 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

## Objective/Purpose

The Housing and Benefits Navigator is a key member of the outreach team that connects homeless neighbors with services and housing, with a focus on people living unsheltered. They will be responsible for identifying and facilitating the transition to positive destinations for clients experiencing unsheltered homelessness. This position will work collaboratively with outreach team members to secure safe, suitable housing and supportive services for neighbors experiencing homelessness.

## Primary Roles & Responsibilities

- Work collaboratively with Outreach Specialists to provide housing-focused case management to clients.
- Complete a Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT) to determine vulnerability and acuity of clients.
- Assist clients with accessing resources and benefits and making referrals; continue to engage with clients until program placement or permanent housing is obtained.
- Assist clients in attending appointments in the community. These may include appointments with service providers, housing providers, and vital document providing agencies.
- Provide advocacy for clients when they encounter barriers.
- Assist in obtaining documentation required to access housing services, such as ID, social security card, and income verification.
- Assist in identifying appropriate housing and completing housing applications.

- Maintain complete client records in the Homeless Management Information System.
- Establish and maintain positive, productive working relationships with shelter programs, mental health programs, police and other local officials, and providers of services and resources to homeless neighbors.
- Attend team meetings, Case Conferencing, training workshops, and community meetings as needed.
- Be familiar with overall performance goals of Coordinated Entry System (CES) and the Housing and Benefits Navigator role and how to fully utilize the CES.
- Other duties as assigned.

## **Qualifications**

### Training & Experience

- Bachelor's degree in social work or related field or relevant experience preferred.
- Experience with case management for homeless populations
- Experience with homelessness, street-based outreach preferred.
- A valid driver's license in the state of Oklahoma required.

### Knowledge / Job Specific Competencies

- Exhibits Demonstrated ability to work independently and as part of a team.
- Deep knowledge of local social services and community resources.
- Strong organizational and time management skills.
- Adapts well to changing priorities and challenging individuals.
- Able to work with and be sensitive to the needs of diverse, systemically disadvantaged populations and support Housing Solution's commitment to building equitable systems of care.
- Listens with sensitivity to other people's feelings, needs, and point of view; demonstrates tact and courtesy in expressing options or ideas, and recognizing opportunities to enhance community relations.
- Strong written and verbal communication skills.
- Problem solving and conflict resolution skills.
- Is proficient with computers and related technology; must maintain accurate records in a timely manner.
- Maintains a non-judgmental attitude and a display of unconditional positive regard, is caring and compassionate.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.

- Completes tasks in a timely and efficient manner, utilizing good organizational skills. Has the ability to manage multiple cases efficiently and effectively while maintaining sound judgement.
- Exercises good judgement and discretion in handling client confidentiality and other confidential matters.
- Able to work flexible hours.
- Possesses a valid Oklahoma driver's license, proof of insurance, and a clean driving record.
- Computer skills with proficiency in Microsoft office programs.
- Familiarity with harm reduction and housing first models of service deliver *preferred*.

### **Working Environment**

Working environment is primarily in the field with some office-based work in a coworking office environment . Will require significant time working with clients, service providers, and partner agencies outside of the office.

### **Contact**

Please submit a resume, detailing your employment history, experience, education, and contact information, as well as a cover letter that explains why you are interested and qualified for this position to [careers@housingsolutionstulsa.org](mailto:careers@housingsolutionstulsa.org).

### **Equal Opportunity Employer**

Housing Solutions is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: We are committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Housing Solutions are based on business needs, job requirements and individual qualifications, without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran status, disability status, family or parental status, or any other status protected by the laws or regulations in Tulsa, Oklahoma. We will not tolerate discrimination or harassment based on any of these characteristics. Housing Solutions encourages applicants of all ages.