

Position: Housing Navigator

Job Classification: Full-Time/Non-Exempt

Salary: \$18-\$20/hour

Job Status: Temporary (August 2021 – September 2021)

Reports to: Director of Emergency Housing

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 Navigator is a key member of the Emergency Housing team that connects people at risk of and experiencing homelessness to services and housing. This team is responsible for identifying and facilitating the transition to positive destinations for clients. This position will work collaboratively with internal and external teams to secure safe, suitable housing and supportive services. The Housing and Benefits Navigator will meet with clients in the field approximately 90% of the time and attend various meetings in-person or virtually approximately 10% of the time.

Primary Roles & Responsibilities

- Work collaboratively provide housing-focused case management to people at risk of or experiencing homelessness.
- 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.
- 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

- Experience with case management for homeless populations *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.
- Willingness to learn 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.
- 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.
- Familiarity with harm reduction and housing first models of service deliver *preferred*.

Working Environment

Working environment is primarily in the field and will require taking clients to appointments in a personal vehicle. Will also require working with service providers and partner agencies outside of the office.

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.

To apply, please send your resume to careers@housingsolutionstulsa.org.