

LA FAMILY HOUSING

POSITION DESCRIPTION

POSITION TITLE: Housing Navigator II

FLSA STATUS: Non-Exempt

DIVISION: Programs – Housing Navigation

WORK SCHEDULE: Full-Time

LOCATION: North Hollywood, CA

SALARY: \$18.77 – \$24.64

SUMMARY OF THE ORGANIZATION

LA Family Housing is a leader in homeless services and affordable housing development in Los Angeles. We believe that everyone deserves the dignity of a home and are invested in innovative solutions to ensure their long-term stability. With 35 years of experience, we know what works to end homelessness in people's lives: an individualized approach that combines housing options with supportive services. Our commitment to best practice impacts 11,000 people each year, and our community-based approach allows us to influence how homelessness is addressed in Los Angeles and nationwide. Our growing portfolio of 26+ properties enables vulnerable groups to have access to permanent homes, and our services help them overcome their barriers to overall well-being.

We take tremendous pride in the emergence of our staff as national leaders in innovation, best practices, and policy within housing production and homeless services. From presenting at national conferences to facilitating service collaboration among providers in other regions, we equip our industry to effectively respond to homelessness and ultimately move more people home, together. Join the fight to end homelessness and make a difference in people's lives at LA Family Housing!

SUMMARY OF RESPONSIBILITIES

The Housing Navigator is responsible for providing direct assistance and support to participants experiencing a housing crisis and homelessness through clinical engagement and intensive case management services. These services include, but are not limited to, the following: crisis intervention; developing and promoting housing readiness; accessing opportunities for housing assistance and rental subsidy programs (e.g. Section 8, EHAP); and securing permanent housing placement. The position is also responsible for the development and implementation of a housing plan and participant budget for each program participant. This position requires extensive coordination within multiple internal LAFH Programs (e.g. collaboration with the Engagement, Interim Housing, Housing Location, and Housing Stabilization teams), and external systems that include developing relationships with the Housing Authority, DCFS, DMH, community partners and resources, landlords, and property owners and managers (e.g. following up with housing leads, and applying for units to facilitate optimal outcomes for families and moving into permanent housing).

SPECIFIC DUTIES

- Conduct Initial Meeting and Assessment for each participant accessing services to build rapport and relationship while evaluating participants' housing needs, history, barriers, and available services and support

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- Develop and engage participant in a concrete and tailored Housing Stability Plan for each client to determine appropriate permanent housing intervention and service needs
- Complete and follow up with Interim Housing referrals to Managers for families that have been identified as needing immediate shelter. Complete subsequent Interim Housing extensions.
- Connect program Participants to community resources that will support the goal of permanent housing (e.g. benefits advocacy, food pantries, employment services, mental health)
- Must be comfortable providing direct field-based services to participants at identified motels and interim housing locations
- Assess and seek consultation through regular Case Conferencing and Case Presentations
- Available to assist when participants are experiencing an immediate need, crisis, or emergency (e.g. child abuse reporting, assessing for suicidal or homicidal risks or threats, etc.)
- Facilitate access to services needed to support housing readiness and reduce impact of barriers (e.g. child care, credit repair, legal aid, housekeeping, money management, tenant rights and responsibilities, etc.)
- Coordinate with internal teams to ensure clients have the necessary items to secure housing (e.g. valid identification, income verification, bank statements)
- Regularly review housing leads and update outcomes on agency's Housing Location website (e.g. affordable housing resources for reference in locating appropriate housing)
- Strategize and present housing leads to participants that include listings from agency, housing authority, internet, and internal database of landlords/management firms/owners
- Provide information and instruction to clients regarding how to complete a housing application, housing searches, and tenant rights and responsibilities, including observation of rental agreement rules and being a good tenant
- Document all Participant interactions through Case Notes using clinical documentation and HIPAA standards, and maintain timely, thorough, and accurate records for reporting purposes in HMIS database
- Adhere to Data and Compliance expectations regarding directives that include maintaining complete Participant files
- Engage and assist clients with applying for permanent subsidy or low-income housing assistance programs including, but not limited to, Section 8 certification, EHAP, and CalWorks
- Assist participants with developing and maintaining a personal budget
- When required, provide transportation to participants to housing viewing appointments, move-ins, housing authority appointments, and specific visits to relevant social service agencies that will support with meeting housing plan goals
- Prioritize caseload and determine level of contact, coordination, and care needed for each participant
- Provide advocacy to help address issues and barriers between landlord and Participant that may prevent move-in
- Follow up with each Participant as needed to ensure they are making progress towards their permanent housing goals
- Collaborate with all internal teams to meet agency goals for housing placements

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- Ensure a “warm” hand-off and transition to the housing stabilizer to provide ongoing in-home case management services
- Complete all exits and documentation that is needed in the Participant’s file and given to management to review by the end of every month
- Participate in individual and group supervision, agency, and community meetings as directed by supervisor
- Drive personal vehicle in and around Los Angeles County and drive agency vehicles periodically to transport clients
- Additional tasks, projects, and responsibilities as assigned by Housing Navigation Manager

ACCOUNTABILITY AND REVIEW

Position reports to: Housing Navigation Manager
Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Zero (0)
Position titles reporting to position: Zero (0)

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS

- Passion for ending homelessness. Able to demonstrate empathy and a non-judgmental attitude when engaging with persons experiencing homelessness
- Desire to work with families experiencing homelessness from trauma-informed and strengths-based frameworks
- Must be flexible and demonstrate ability to adapt and thrive in fast-paced and challenging environments. Navigators are required to work across a variety of office and field settings (motels, shelters, etc.)
- Knowledge of case management services and clinical approaches of Trauma-Informed Care, Motivational Interviewing, and Harm Reduction Models are preferred
- Comfort with facilitating housing search skills including housing location, filling out housing applications, and the lease-up process
- Able to utilize housing assistance programs including: CalWorks Move-In Assistance, EHAP, etc.
- Demonstrated ability to prioritize roles, tasks, deliverables
- Effective time management skills
- Attention to detail when completing documentation and administrative tasks
- Knowledge of tenant/landlord law and tenant/landlord relations
- Creative problem-solving skills
- Write complete Case Notes and chart in electronic data entry and documentation database
- Strong advocacy skills
- Excellent written and verbal communication skills
- Ability to work in a team and independently
- Able to meet identified administrative deadlines and program deliverables

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- Bilingual: Spanish/English preferred, but not required
- Obtain and maintain CPR/First Aid Certification
- Ability to pass post-offer Tuberculosis (TB) clearances
- Travel is a regular duty for this position and is required 60% of the time
- Use of a personal vehicle to travel between worksites and other locations is required
- Must have and maintain a valid California Driver's License and insurance in good standing
- Ability to work a 9/80 work schedule

EDUCATION AND EXPERIENCE

- Bachelor's degree in Social Work or a related field and four (4) years of experience in social services, or an AA Degree in Social Work or a related field and six (6) years of social service experience

EMPLOYMENT CLASSIFICATION

FLSA Status: Non-Exempt
Payroll Status: Hourly
Work Schedule: Full-Time

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client's use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

BENEFITS

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 12 Observed Holidays.

EQUAL EMPLOYMENT OPPORTUNITY

LAFH is committed to providing equal employment opportunities for applicants and employees

FAIR CHANCE INITIATIVE

LAFH is in compliance with the Fair Chance Initiative for hiring and will consider qualified applicants with criminal histories

HOW TO APPLY:

Email your resume and cover letter to HR@lafh.org