POSITION DESCRIPTION

POSITION TITLE: Housing Navigation Manager
DIVISION: Programs – Housing Navigation - Individual
LOCATION: North Hollywood, CA
SALARY: $53,869 - $61,561

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 Navigation Manager (Individual) is responsible for the oversight, development, direction, training, and supervision of the Housing team for individuals. This position requires extensive coordination with multiple components within the LAFH Program Department (e.g. housing coordinators and case managers to ensure residents have current income and identification) and Property Management (e.g. when applying for LAFH properties), to facilitate optimum outcomes for individuals moving into permanent housing. Must be able to coordinate services with the housing team and provide guidance, direction, and support. Responsible for coordinating and gathering information needed for program reports. The position is responsible for staffing and staff management, budget management, contract compliance, provider relations, program effectiveness, evaluation, and reporting.

SPECIFIC DUTIES
Provide overall direction and oversight of all programmatic components, such as accurate, up-to-date data collection, quality assurance, and contract management, including:
- Monitor and manage program budget; complete and submit timely invoices and contract reports
- Oversee timely progress of program goals, objectives, and performance, making necessary adjustments in a timely manner in order to improve outcomes

The above statements are intended to describe the general nature and level of work performed. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this classification.

- Dignity
- Perseverance
- Collaboration
- Leadership
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Ensure program/contract compliance as per guidelines and requirements mandated by funding agency
- Conduct regularly-scheduled program evaluations, including file reviews (physical case files and HMIS electronic files), outcomes, and client survey
- Assist with client issues as needed (e.g. conflict and complaint resolution)
- Select, supervise, evaluate, and report on the professional development and job performance of all personnel responsible for the provision of program services, including: Development, identification and provision of staff training as needed; encouraging and motivating staff to effectively perform job duties; assessing individual performance and take steps to address deficiencies and recognize achievement
- Oversee the development, enhancement, delivery and modifications (as needed) of services provided, specifically of the Housing Coordination team
- Ensure that all other related program components are operating per contract requirements (e.g. Housing Navigation Manager coordinates with Housing Coordinator, Intake/Data Coordinator, and Employment Departments to monitor effective service provision to program enrollees.)
- Serve as agency representative at professional and community meetings, such as working/planning groups, coalitions, etc., and attend various community meetings as directed by supervisor
- Collaborate/participate in grant preparation/presentation and fund-raising efforts to support program operations as needed
- Coordinate with other Regional Coordinating Agencies and partners to ensure consistent and accurate dissemination of information, provision of services, and adherence to program requirements
- 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 supervisor

ACCOUNTABILITY AND REVIEW

Position reports to: Director of Housing Navigation

Performance review: Annual

DIRECT REPORTS

Number of employees receiving work direction: Five to Seven (5-7)

Position titles reporting to position: Housing Navigator(s) I, II, III, IV

MINIMUM QUALIFICATIONS

KNOWLEDGE AND SKILLS
- Passion for ending Homelessness
- Employ a “Whatever it Takes” approach in service delivery
• Excellent written and oral communication
• High level of understanding of Evidence-Based Practices such as Motivational Interviewing, Harm Reduction, and Housing First
• Effective staff supervision
• Supportive service program development
• Community-based organizations and resources
• Homelessness and related issues (e.g. poverty, housing, services)
• Contract compliance and outcomes measurement
• Budget/Fiscal management
• Maintain and execute confidential information according to HIPAA standards
• 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
- Master’s Degree in Social Work, Marriage & Family Therapy, Psychology or a related field and at least four (4) years of social service experience preferred
- Bachelor’s degree in a social service-related field and at least six (6) years’ experience working with the homeless, veterans, social services, case management, or other related social service field with an emphasis on mental health required
- Experience in supervising/managing teams and programs preferred

EMPLOYMENT CLASSIFICATION

FLSA STATUS: Exempt
PAYROLL STATUS: Salary
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 be attentive to personal health and safety for themselves. The employee may experience several unpleasant sensory demands associated with a 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. Employee is required to: Walk and climb stairs; Handle, finger, grasp, and feel objects and equipment; Reach with hands and arms; Communicate, receive, and exchange ideas and information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands, and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport clients; Be able to enter various buildings that may require climbing stairs; Be subjected to outside environmental conditions; Use a personal and/or laptop computer, and copy, postage and fax machines. Complete all required forms in personal writing.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. If you require an accommodation, please make sure to inform the Human Resources Department by the first week of employment. If an accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

BENEFITS


EQUAL EMPLOYMENT OPPORTUNITY

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

FAIR CHANCE INITIATIVE

LAFH is following 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