POSITION TITLE: Housing and Resource Navigation Specialist

POSITION SUMMARY: Openhouse seeks a dynamic, compassionate “people person” who is excited to connect a historically marginalized community to the services they need. The Housing and Resource Navigation Specialist provides information and assistance for seniors and adults with disabilities at the Openhouse Aging and Disabilities Resource Center (ADRC) hub, with a focus on housing. In addition to being a neighborhood hub for services, the Openhouse ADRC is a city-wide resource for lesbian, gay, bisexual, transgender, and queer (LGBTQ) seniors and adults with disabilities. The Housing and Resource Navigation Specialist assesses the needs and capabilities of individuals, provides current information on opportunities and services available within the community, follows up as necessary, and documents the provision and outcomes of services to ensure program effectiveness and achievement of objectives. They work in collaboration with the Openhouse Resources and Referrals Specialist, Case Manager and social services team. The Housing and Resource Navigation Specialist models Openhouse’s commitment to a trauma-informed approach to providing services and building community.

ABOUT OPENHOUSE: Openhouse was founded in 1998 to enable lesbian, gay, bisexual, transgender, and queer (LGBTQ) seniors to overcome the unique challenges they face as they age by providing LGBTQ-welcoming housing, resources, high-impact direct services, and innovative community programs. As a result, Openhouse reduces isolation and empowers LGBTQ seniors to improve their overall health, well-being, and economic security.

DUTIES AND RESPONSIBILITIES:

1. ADRC Duties
   - Provide current information and referrals appropriate to each participant on housing and social services available at Openhouse and in the community including adult day care, counseling, education, employment, in-home care, legal support, transportation and social activities.
   - Complete intake forms and proactively assess the needs, challenges and capacity of individuals seeking ADRC services.
   - Help secure needed services by providing additional assistance such as contacting agencies, completing forms, advocating for the individual with service providers, confirming and escorting individuals to appointments, and conferring with service providers to ensure individual needs are met.
• Assist individuals in completing applications for financial benefits including renter’s/home owners’ assistance, other financial assistance programs, Medi-Cal, and Medicare Part D.
• Assess and coordinate with Openhouse staff or outside agencies when an individual needs specialized clinical assessment, case management, or other care coordination services.
• Proactively research, organize, and coordinate resources, and stay up to date with the shifting landscape of San Francisco services.
• Stay connected to fellow ADRC staff across the city via monthly meeting and sharing resources on an as needed basis. Work with ADRC program coordinator to fulfill contract goals and ensure the program is effectively serving the community.
• Organize and conduct outreach and other promotional activities to inform LGBTQ seniors and adults with disabilities across the city and the neighborhood about the Openhouse ADRC and increase their access to available community resources and services.
• Follow up with individuals and organizations to ensure receipt of services, maximize client participation and utilization of services and programs, measure consumer satisfaction and document the outcome of referrals, housing applications, and other assistance provided through the ADRC.
• Update and maintain monthly housing opportunities list for San Francisco and surrounding areas with timeliness and accuracy.
• Cross department support with the California Reducing Disparities Project (CRDP), a project gathering firsthand accounts of how best to connect historically marginalized folks to services.
• When Openhouse offices re-open, be available for drop-in hours.

2. Housing Related Duties
• Manage and input data collected from intakes and housing follow-up calls into internal and external databases.
• As needed, help community members create a personal housing search plan.
• Collaborate with the Housing and Resource Navigation Team to present up to 4 housing workshops each month.
• Provide overview of available housing availability, review screening criteria for affordable senior housing, including: income eligibility requirements, availability of security deposit, credit check and criminal background check.
• Motivate LGBTQ seniors to apply for housing rental opportunities through individual follow-up meetings and phone calls.
• Assist community members with housing applications as needed.
• Conduct quarterly check-in calls with clients to ensure housing applications have been submitted and whether referrals have been utilized.
• Advocate, as needed, directly with landlords, property management, and housing agencies on behalf of community member; or identify appropriate advocacy
services such as Tenant’s Rights, Eviction Defense Collaborative, or other legal resources.

3. Relationship Building with Community Organizations
   • Seek out housing advocacy opportunities for Agency participation and involvement of our LGBTQ elder constituents in activism and empowerment activities.
   • Develop relationships with community organizations with shared values and beneficial resources and encourage coalition-building to provide the community with holistic care, including attending partnership meetings such as the LGBTQ Community Partnership, etc.
   • Cultivate collaborations with staff in organizations providing housing, health, HIV and social services which serve seniors in order to build service referral and housing placement networks.
   • Promote ADRC & Housing Assistance Program to LGBTQ senior communities and community partner organizations.

4. Other Duties as Assigned

EXPECTATIONS AND QUALIFICATIONS:

The ideal candidate for the position will be able to demonstrate:

• Outgoing, independent, proactive qualities, a love for working with people.
• Motivation to be of service to LGBTQ elders and adults with disabilities.
• Ease with using and learning new technology, especially for data entry.
• Knowledge of and experience with San Francisco’s senior housing system.
• Current and thorough understanding of services and resources in San Francisco, including affordable housing, public benefits like Medicare and Medi-Cal, In Home Supportive Services (IHHS), and the role of the DDAS in ensuring access to quality care and services for seniors and adults with disabilities.
• Existing relationships with community providers, including case managers, and other health care and social service organizations and workers.
• Community-centered approach to service delivery based in cultural humility and willingness to engage community members in difficult conversations about intersecting identities.
• Strong, non-judgmental communication with understanding and command of harm-reduction principals.
• An understanding of data tracking and reporting to measure outcomes, increase program effectiveness and ensure compliance with contract requirements.
• An ability to work successfully with volunteers and interns to extend outreach and support, work with individuals in the program and promote the ADRC program.
• An ability to make impactful recommendations to enhance and improve services.

EDUCATION/EXPERIENCE:

• BSW, MSW or other social work experience highly preferred.
- At least two years of experience working with seniors and/or adults with disabilities.
- Exceptional communication and presentation skills relating to seniors, adults with disabilities, their caregivers, families, families of choice and health professionals.
- Good problem-solving skills and the ability to prioritize multiple tasks.
- Proficiency with information management systems.
- Sensitivity to and knowledge of the unique life experiences, challenges, and strengths of LGBTQ seniors and adults with disabilities.
- Ability to speak (bilingual) in English and Spanish preferred.
- Experience working with populations with unique socialization and service needs.
- Commitment to diversity and demonstrated understanding that LGBTQ older adults and people with disabilities live at intersections of race, ethnicity, class, culture, HIV status, sexual orientation, gender, gender identity, spirituality/religion, and ability.

**REPORTING:** This role reports to the Housing and Resource Navigation Program Manager.

**COMPENSATION:** Starting range is $24-$26 hourly. Compensation is commensurate with experience. This is a full-time (1.0 FTE) non-exempt position. Openhouse offers a dynamic, vibrant, collaborative and supportive work environment.

**TO APPLY:** E-mail cover letter and resume detailing your qualifications and interest in the position to info@openhouse-sf.org. No phone calls please.

Openhouse provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Women, people of color, transgender people, seniors and people with disabilities encouraged to apply.