**POSITION TITLE:** Housing and Resources Navigation Supervisor (HRNS)

**POSITION SUMMARY:** The Housing and Resources Navigation Supervisor is responsible for overseeing outreach to, identifying and overseeing ongoing follow-up and support to LGBTQ seniors seeking housing and services. They assist seniors with applying for affordable housing opportunities, completing applications for open waitlists, and offering general housing support and follow-up. The HRP Supervisor works collaboratively with the Openhouse teams to identify LGBTQ seniors who are looking for affordable housing resources. The most successful HRP is an individual who proactively brings their love for working with seniors and a positive “we can do this” attitude to the work and who thrives in an ever-evolving, such as COVID/shelter-in-place, generative work environment. The HRP will directly supervise Housing, Resources and Care Navigators who support LGBTQ seniors and adults with disabilities who are seeking safe and affordable housing opportunities, benefits, and other social services offered by Openhouse and our partner organizations.

**ESSENTIAL FUNCTIONS:**

1. **Ensure Streamlined Process for Community Members to Access Housing, Services and Resources**
   - Create a welcoming and accessible environment for LGBTQ seniors, their caregivers and their support persons with housing and service navigation needs by responding to inquiries directly, ensuring a timely response from Navigators (within one week), and in a customer service-friendly manner (positive and reassuring as needed), and providing 1:1 support either on-site (as needed for drop-ins), by phone, email, or Zoom.
   - Oversee the collection and completion of intake forms containing demographic information for each client.
   - Oversee the coordination and input of data collected from intakes and housing follow-up calls into internal and external databases to remain in compliance with Openhouse contracts (Mayor’s Office on Housing and Community Development and Dept. of Disability and Aging Services).

2. **Supervision of Housing, and Resources and Referrals Navigators**
   - Supervise and provide ongoing support to Housing, and Resources and Referrals Navigators.
   - Support Navigators to provide assistance to seniors and adults with disabilities in developing their housing search plan, navigating social services, removing barriers to access, and advocating on behalf of community members with providers as needed.
   - Ensure the accuracy of data collected and entered by Housing, and Resources and Referrals Navigators.
   - Identify training opportunities for Navigators to learn about new resources, enhance skills, and provide up-to-date information to clients.
   - Actively participate in meetings with Community Support Services team to ensure best coordinated care and services for community members.

3. **Housing Workshops, Assistance, and Monthly Housing Lists**
   - Collaborate with the Openhouse Navigators to present up to 4 housing workshops each month to provide an introduction to searching for housing and an exploration of effective search strategies.
   - Provide overview of available housing options, review screening criteria for affordable senior housing, including: income eligibility requirements, availability of security deposit, credit check and criminal background check.
   - As needed, assist community members in creating a personal housing search/action plan.
• Ensure the completion, accuracy and accessibility of the monthly Housing Resource List distributed to 300 plus clients per month compiled by the Openhouse Resources and Referrals Navigator and/or volunteers.

4. Individual Follow-up and Advocacy
• Motivate LGBTQ seniors to apply for housing rental opportunities through individual follow-up meetings, phone calls, and eventually in-person as the organization moves towards in-person programs.
• Assist clients with completing housing applications, forms and other documentation related to accessing housing opportunities.
• Conduct regular quarterly check-in calls with clients who have received a 1:1 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.
• Follow-up with client to monitor progress in their housing search and document progress.

5. Reporting activities in Housing, and Resources and Referrals Navigation program
• Ensure contract compliance and deliverables are met for MOHCD and ADRC (DAS) contracts.
• Participate and provide the necessary documentation for monitoring by funders of Openhouse’s monthly housing list contract, MOHCD grant with LGBT Center (subcontractor), and ADRC program (annually).
• Provide monthly reports on the status of above contracts to Manager of Community Support Services. Keep MCS apprised of any challenges, successes, and support needed to meet deliverables.
• Enter data and narratives on the status of Openhouse’s LGBTQ Access to Housing grant in MOHCD and internal reporting systems in a timely manner.

6. Other Duties as Assigned by the Manager of Community Support Services or required by temporary or short-term staffing shortages.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:
Knowledge of and experience with San Francisco’s senior housing system. Knowledge, sensitivity and understanding of issues related to LGBTQ aging. Knowledge of Mayor’s Office of Housing and Community Development programs, Ellis Act, Public Authority, tenants’ rights, HIV/HOPWA, eviction process, Shelter Plus Care, Direct Access to Housing (DAH), and other housing resources (required).

Exceptional communication and interpersonal skills relating to housing counseling to seniors, adults with disabilities, their caregivers, families, families of choice and health professionals. Instructional skills to deliver Openhouse housing workshop content and present at community outreach events. Organizational skills to document and track contacts made with community members. Collaboration skills to maintain and foster relationships with property Supervisors in senior housing, landlords, developers, community-based organizations, and other stakeholders. Proficient with Microsoft Office suite of products (Word, Excel, Outlook) and the ability to quickly learn software programs and online databases and tools. Good problem-solving skills and the ability to prioritize multiple tasks. Excellent time management skills. Community development/organizing skills highly valued. Ability to identify appropriate senior housing options for community members. Ability to work within an interdisciplinary team. Ability to receive and integrate constructive
feedback. Ability to develop relationships and maintain them through cooperative interaction. Ability to act with patience, tact and courtesy in interactions with senior community members, their families, staff and organizational partners under demanding and difficult conditions.

**PHYSICAL REQUIREMENTS REQUIRED:** Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

**QUALIFICATIONS:** Minimum 3 years supervisory experience working with older adult communities, practicing social work, program coordination, or related experience. Significant working knowledge of San Francisco subsidized housing, homeless services, San Francisco Mayor’s Office on Housing and Community Development.

**COMPENSATION:** Compensation is competitive and commensurate with experience. The salary range for this position is $58-$65k annually. Openhouse offers a full benefits package including health and dental insurance; generous paid leave; and an enjoyable, vibrant, collaborative and supportive work environment. Openhouse is committed to racial and gender diversity and offers staff training presented by the Racial Equity Institute and Trans Cultural Bridge. This position is eligible to participate in a 401(k) first day of quarter following one-year of service with agency match.

**TO APPLY:** Please include a personal diversity mission statement in your cover letter and send along with your resume detailing your qualifications and interest to info@openhouse-sf.org or fax to (415) 296-8008 or mail to 65 Laguna St, San Francisco, CA 94102. No phone calls please.