



Sacramento Self Help Housing Job Description

Employee's Name:
Job Title: Housing Navigator (ILOS: Community Support)
Department: Housing Services
Reports To: Housing Services Supervisor
FLSA Status: Non-exempt
Prepared By: HR to Go
Prepared Date: December 2021

Summary: The Housing Navigator reports to the Housing Services Assistant Director. The Housing Navigator will provide a variety of services to assist households to find and secure housing. The ILOS (In Lieu of Services) Community Support Housing Navigator assist enrollees in navigating the housing process, provide housing deposits and coordinate with care teams to deliver contracted services.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Conducting a tenant screening and housing assessment that identifies the Member's preferences and barriers related to successful tenancy. The assessment may include collecting information on the Member's housing needs and on potential housing transition barriers, as well as identification of housing retention barriers.
- Searching for housing and presenting options.
- Assists in securing housing, including the completion of housing applications and documentation (e.g., Social Security card, birth certificate, prior rental history).
- Assists with benefits advocacy, including assistance with obtaining identification and documentation for Supplemental Security Income eligibility and supporting the SSI application process. Such service can be subcontracted out to retain needed specialized skill set.
- Identifies and secures available resources to assist with subsidizing rent (such as U.S. Department of Housing and Urban Development's Housing Choice Voucher Program (Section 8) or state and local assistance programs) and matching available rental subsidy resources to Members.
- Identifies and secures resources to cover expenses, such as security deposit, moving costs, adaptive aids, environmental modifications, moving costs, and other one-time expenses.⁵



- Assists with requests for reasonable accommodation, if necessary.
- Educates and engages with landlords.
- Ensures that the living environment is safe and ready for move-in.
- Communicates and advocates on behalf of the Member with landlords.
- Assists with arranging for and supporting the details of the move.

- Develops relationships with local community-based organizations to find services for unsheltered participants.
- Attends regular meetings with clients, stakeholders and other organizations as required.
- Gathers and enters data in database systems for reports.
- Performs other related duties as required to support the mission of the organization and the program.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

*This job description in no way states or implies that these are the only duties to be performed by the employee. The employee will be required to follow any other instructions and to perform any other duties deemed to be within the scope of their responsibilities, and requested by their supervisor in support of the overall mission of Sacramento Self Help Housing.

Office Hours and Schedule: M-F, 8:30am – 5pm. Must report to the office four days per week, with a check in no later than 8:30am. Following the initial office check in, appointments with clients and meetings may be made throughout the day as necessary.

Supervisory Responsibilities: This job has no supervisory duties.

Measures of Performance: The Housing Navigator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Client Service* - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits feedback to improve service; Responds to requests for service and assistance; Meets commitments.
2. *Interpersonal Skills* - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Ensures that interaction is based on client functioning level; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. *Written Communication - Attention To Communication*- Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Ensures that others involved in a project or effort are kept informed about developments and plans;



- Ensures that important information from his/her management is shared with his/her employees and others as appropriate; Shares ideas and information with others who might find them useful;
4. *Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values;
 5. *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
 6. *Dependability* - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
 7. *Teamwork* – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
 8. *Problem Solving* – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
 9. *Judgment* – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
 10. *Planning/Organizing* – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Experience in related Social Service field or two years related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to



questions from groups of managers, members, governmental bodies/boards and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet and sometimes noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.



I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee's Signature

Date

Supervisor's Signature

Date