



Housing Resource Navigator

Position: Full Time / Regular Non-Exempt

Supervisor: Deputy Program Manager, Supportive Services

SUMMARY: The Housing Resource Navigator works closely with prospective property owners and managers to promote permanent housing opportunities for homeless, or at risk of homelessness, Veterans and their families. Additionally, he / she is a liaison to partner hotel organizations, conducts screening / intakes, processes HUD/VASH referrals and executes Coordinated Entry (CE) with HMIS entries in support. The Housing Resource Navigator is able to assume any of the roles of Shallow Subsidy Case Manager and/or Housing Case Manager, based on needs of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Housing / Hotel Resource Navigation:

1. Identify appropriate permanent housing options for Veterans, such as, subsidized housing Section 8, Shelter Plus Care, HUD/VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
2. Network and collaborate with area community public and private housing partners & resources to establish a pipeline for Veterans
 - Establish and maintain relationships with property managers / owners (public/private) and other community / agency housing navigators or housing navigators' systems.
 - Ensure developed and potential properties meet the housing habitability inspection standard.
 - Field inquiries from prospective landlords / property owners to provide information regarding subsidies, security deposits and rent / utility assistance; connect landlords with community programs.
 - Maintain a property manager / owner contact log and mitigate tenant / landlord conflicts.
3. Identify appropriate short-term emergency / hotel / motel housing options for Veterans
 - Establish and maintain relationship with hotel partners.
 - Serve as primary to initiate and renew Veteran hotel reservations.
 - Coordinate with the Program Manager and Chief Financial Officer regarding agency billing.
4. In coordination with Program Manager, Deputy Program Manager and External Affairs Officer, prepare materials for making presentations to realtors, property managers and property owners or groups thereof.
5. Establish, update, maintains and communicate regarding a list of available housing opportunities in all counties.
6. Remain familiar with current housing market information, housing trends and available resources in all counties.

7. Participate in relevant community planning processes to include regional Continuums of Care and CE committees, including processing HUD/VASH referrals.

Shallow Subsidy Service:

1. As assigned, execute the Shallow Subsidy (SS) service within SSVF in accordance with the SS Compliance Guide.
2. As assigned, provide light case management of assigned SS clients, ensuring required HMIS entries are made.
3. As assigned, comply with documentation standards of SS service.

Case Management:

1. In consultation with assigned Case Managers determine housing barriers, preferences, needs and goals, conduct screening interviews and complete intake documentation.
2. Assist assigned Case Managers and Veterans in search for housing, including filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.
3. Complete housing comparable / rent reasonableness requests (i.e. Rent-o-meter) for Housing Case Managers.
4. Maintain needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes. This includes both agency chart and HMIS. Conduct screening / intakes as assigned.
5. As assigned, provide limited housing case management and TFA processing for assigned clients.

General Duties:

1. Adhere to Agency and Department policies and procedures.
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency to include assistance with events.

QUALIFICATIONS:

Bachelor's degree in Human Services or Business Administration from four-year college or university; and one to two years related experience and/or training; or equivalent combination of education and experience. Strong preference for those candidates with experience housing homeless clients and related social services / resources.

Possess valid, current Tennessee driver's license

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Veteran Preferred.
- Comprehensive knowledge of regional Veteran services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients toward success.
- Compassionate, energetic and team focused.

BENEFITS: Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

HOW TO APPLY: A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.