



HUD VASH Housing Resource Navigator

Position: Full Time / Regular Non-Exempt

Supervisor: Deputy Director, Supportive Services for Veterans and Families

SUMMARY: The HUD VASH Housing Resource Navigator works closely with prospective property owners and managers to promote permanent housing opportunities for homeless Veterans and their families. He/she is located within the Healthcare for Homeless Veterans Program (HCHV). He/she works directly with the Social Work Supervisor and HUD VASH Program, embedded within HCHV, and under the direction of the OSDTN Supportive Services for Veteran Families (SSVF) Program Manager to provide housing services for homeless Veterans in the HUD VASH program as well as other assigned homeless Veterans. Additionally, he / she conducts screening / intakes/enrollments and processes of HUD/VASH referrals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Housing Resource Navigation:

1. Identifies appropriate permanent housing options for Veterans, primarily for placement using a HUD VASH housing voucher, but also to include subsidized housing Section 8 vouchers, Shelter Plus Care, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
2. Networks and collaborates 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 / OSDTN housing navigators or housing navigators' systems.
 - Ensures 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.
 - Establishes, updates, maintains and communicates regarding a list of available housing opportunities in all counties to both SSVF and HUD VASH staff.

3. In coordination with OSDTN SSVF Program Manager and HCHV Social Work Supervisor, prepares materials for making presentations to realtors, property managers and property owners or groups thereof.
4. Remains familiar with current housing market information, housing trends and available resources in all counties.
5. Participates in relevant community planning processes to include regional Continuums of Care and CE committees.

Case Management:

1. In consultation with assigned HUD VASH Case Managers, determines housing barriers, preferences, needs and goals.
2. Assists assigned HUD VASH Case Managers and Veterans in search of housing, including filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.
3. As assigned, provides limited housing case management and Temporary Financial Assistance (TFA) processing for assigned clients; primary processor for intake/enrollment and exits of HUD VASH Referrals and generating TFA/expense reports for HUD VASH & GPD Referrals for TFA
4. Maintains needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes.

Clerical:

1. Enters individual client services rendered into the client database and maintains files for all assigned clients to Agency and Department standards.

General Duties:

1. Adheres to VA, OSDTN and Department policies and procedures.
2. Participates in OSDTN and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor 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 with a focus on permanent housing / real estate / housing authority. Strong preference for those candidates with experience housing homeless clients and related social services / resources. Possesses valid, current 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.

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.

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