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| Job Title: | **Street Outreach/Housing Navigator** |
| Department: | **Community Services** |
| Reports to: | **Homeless Preventions Supervisor Char/Em** |
| Grade: | **DSP** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Ashley Halladay-Schmandt** |
| Date: | **May 24, 2021** |
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| Purpose:  The clinical manager ensures that homeless programming administered by NMCAA is consistent with the collective work to end homelessness within the communities we serve. | |
| Essential functions:   * Provide navigation services to assist clients and their families who are experiencing literal homelessness throughout Charlevoix or Emmet Counties. These services will be prioritized and directed toward individuals and families who are experiencing chronic homelessness and who align around the NMCEH Prioritization Policy. * Perform duties and interact with all NMCAA team members, clients, and customers in a professional manner. Respect the diversity of others including, but not limited to, those with cultural, ethnic, and gender differences, individuals experiencing homelessness, and persons with visible and non-visible disabilities. * Ensure the confidentiality of all persons served. * Practice Diversion away from homeless services as appropriate. * Link clients with crisis housing (emergency shelter) as appropriate. * Understand all processes and procedures of the homeless response system, including Coordinated Entry, Homeless Prevention, IST/Prioritization of Supports, Chronic Homelessness, Housing Choice Vouchers (HCV), Project Based Vouchers (PBV), Domestic Violence, Veteran’s Services, Youth Services, etc. * Collaborate with clients to develop individualized housing and budget plans. * Link clients with appropriate resource referrals (e.g. Mental Health, employment, etc.) and assist client in engaging services. * Complete client related data tracking information, including case notes and complete HMIS entries. Maintain a 95% Data Quality standard on all HMIS entries. * Assist clients with housing applications, complete supportive and subsidized housing paperwork, and advocate for clients with prospective landlords. The housing navigator will also work with clients to ensure that all necessary identification and required program documentation is secured in a timely manner. * Encourage and promote an environment that is strength based to assist clients in meeting their housing goals. * Work with the local CoC Interagency Services Team (IST) to identify appropriate permanent housing option and Case Management supports for your clients, such as, subsidized housing Section 8, HCV, VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities. * Work with client to ensure that all necessary identification and required program documentation is secured in a timely manner. * Learn the parameters of all the NMCAA Homeless Prevention services and programs in addition to all other area housing programs. * Outreach to community, to build strong relationships to better assist clients in accessing resources, employment, supportive services, and housing opportunities through networking with other agencies, coalitions, and local community groups. | |
| Position Objectives:   * To ensure the compliance with all state and federal programmatic requirements. * To manage all programmatic aspects within Homeless Prevention. * To mentor, train, and support staff. * To represent NMCAA in a professional, supportive, and knowledgeable manner. | |
| **Measured by:**   * Results and outcomes of Homeless Prevention programming monitoring and audits. * Feedback from agency leadership, staff, and community partners. * Annual performance reviews conducted by the Homeless Program Coordinator . * Flexibility to adjust to situations and react as necessary for the betterment of the work to end homelessness. | |
| **Minimum Education:**   * Two years in related experience with case management services, housing, and homeless populations. | |
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| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Strategic thinking * Effective interpersonal, written and verbal communication skills * Ethical conduct * Client focus * Results driven * Problem solving/analysis | |
| **Minimum Physical Expectations:**   * Physical activity that always requires keyboarding, sitting, phone work and filing. * Physical activity that always requires extensive time working on a computer. * Physical activity that often requires travel by car and/or air. * Physical activity that often requires lifting under 25 lbs. * Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access files and records. * Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**   * This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. | |