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| Job Title: | **COVID-19 Response Housing Navigator and Outreach Services** |
| Department: | **Community Services** |
| Reports to: | **Homeless Programs Coordinator** |
| Grade: | **DS**  |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt**  |
| Prepared by: | **Melodie Linebaugh** |
| Date: | **May 4, 2020** |
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| Purpose:The Housing Navigator and Outreach Services will work in partnership with the Northeast Michigan Coalition to Against Homelessness (NEMCAH) to administer housing navigation services Alpena, Alcona, Arenac, Cheboygan, Iosco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, and Roscommon counties.  |
| Essential functions:* Provide housing navigation services to veterans and their families who are experiencing literal homelessness throughout Northeast Michigan’s 11 counties. These services will be prioritized and be directed toward veterans and families who are experiencing homelessness and who align around the NEMCAH Prioritization Policy.
* Perform duties and interact with all NMCAA and NEMSCA team members, veterans, 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 SSVF Rapid Resolution practices away from homeless services as appropriate.
* Link veterans with crisis housing (emergency shelter) as appropriate or Emergency Housing Assistance as needed.
* 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 veterans to develop individualized housing and budget plans.
* Link veterans with appropriate VA services and resource referrals (e.g. Mental Health, employment, etc.) and assist client in engaging services.
* Complete veterans related data tracking information, including case notes and complete HMIS entries. Maintain a 95% Data Quality standard on all HMIS entries.
* Assist veterans with housing applications, complete supportive and subsidized housing paperwork, and advocate for veterans 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 veterans 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 veterans to ensure that all necessary identification, DD-214 and required program.

documentation is secured in a timely manner.* Learn the parameters of all the NEMCAH Homeless Prevention services and programs in addition to all other area housing programs.
* Outreach to community, to build strong relationships to better assist veterans in accessing resources, employment, supportive services, and housing opportunities through networking with other agencies, coalitions, and local community groups.
* Secure Emergency Housing Assistance (motels) placement, and if needed transport veterans to the motel, and make sure they receive food support during their stay at the motel.
* Work with HRS and NEMCSA to make sure there are motels that are participating with our SSVF program and that EHA support is readily available in accordance with SSVF COVID Response guidance.
* Set up billing process to NMCAA in grocery stores that can be readily available to the HRS and Outreach to provide food for veterans who are in Emergency Housing and may be isolated from COVID 19 directives.
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| 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.
* To provide essential housing services to veterans and their families who may be at risk of COVID-19 exposure.
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| **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.
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| **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 transport veterans and their families who may have been exposed to COVID-19 or may be currently displaying symptoms.
* 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.
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| **Minimum Skills Required:*** Strategic thinking
* Effective interpersonal, written and verbal communication skills
* Ethical conduct
* Client focus
* Results driven
* Problem solving/analysis
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| **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.
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| **Minimum Environmental Expectations:*** COVID-19 personal protection practices should be observed as Veterans and their families may be at risk of COVID-19 exposure or may be currently ill from the virus.
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