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| Job Title: | **Housing Navigator and Diversion Outreach Case Manager** |
| Department: | **Community Services** |
| Reports to: | **Supervisor** |
| Grade: | **DS** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Sarah Hughes** |
| Date: | **May 11, 2021** |
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| Purpose:  The Housing Navigator and Diversion Outreach Case Manager will work in partnership with the Northwest Michigan Coalition to Against Homelessness (NEMCAH) to administer housing navigation services Wexford/Missaukee/Manistee counties. | |
| Essential functions:   * Use conflict resolution strategies, divert clients seeking shelter and empower them to chart their own path back to housing. The Diversion Outreach Worker will help those newly experiencing homelessness identify and implement strategies that will prevent them from entering shelter and/or securing housing through rapid exit from shelter. * Provide housing navigation services to individuals and their families who are experiencing literal homelessness throughout the 3 Northwest counties. * Perform duties and interact with all NMCAA team members, community partners and clients 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. * Meet each identified individual/household the day immediately following shelter entry. * Provide a thorough, strength-based assessment for each individual/household. * Engage the individual/household in a discussion to brainstorm potential housing solutions. Work together to explore each option and come up with a best-fit plan. * Work with people who are experiencing homelessness or are about to be to provide referrals and guidance to assist them in preventing homelessness or diverting them from entering the shelter system. * Primarily uses motivation and influence to divert individual/household to other sources of assistance when possible. * Screens and immediately addresses safety concerns; individuals/families with identified safety concerns such as domestic violence will be immediately connected to a domestic violence shelter provider. * Mediation with individual family, landlords, and other interested parties will be a major responsibility for this position. * Track outcomes related to diversion activities. * Practice Rapid Resolution practices away from homeless services 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. * Maintain a 95% Data Quality standard on all HMIS entries. * 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. * 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. * Perform other duties as requested. | |
| 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 individuals and their families who may be at risk of homelessness. | |
| **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 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. | |
| **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:**   * 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. | |