



JOB DESCRIPTION

Position Title:	Housing Navigator
Reports To:	Residential Programs Director
Supervises:	N/A
FLSA Status:	Non-Exempt
Last Revised/Approved:	July 2024

Position Summary:

The Housing Navigator is responsible for providing housing stability services to victims of domestic violence throughout Kennebec and Somerset counties, assisting them in overcoming barriers to obtaining and sustaining safe and stable housing. The Housing Navigator will actively collaborate with partner agencies, community resources, and landlords and/or property management companies to provide the information and referrals necessary to meet an individual's needs.

Essential Duties and Responsibilities:

1. Assesses a referred individual's eligibility for Navigator Services and explores their circumstances to determine their housing barriers, needs, and preferences.
2. Develops a Housing Stability Plan with referred individuals.
3. Assists with the application and referral process for households eligible for housing subsidies.
4. Provides housing search assistance to program participants and, if needed, provides warm referrals to partner agencies that provide Navigator Services outside of FVP's geographic area.
5. Assists with the submission of rental applications, ensuring that program participants understand their lease terms.
6. Assesses housing for compliance with Housing and Urban Development programs and guidelines.
7. Assists program participants with housing placement, to include negotiating and obtaining security deposits, securing utilities and making moving arrangements.
8. Provides ongoing services to housed program participants per Housing and Urban Development guidelines to help individuals maintain stable housing.
9. Provides education programs as required by state and/or federal entities who provide housing subsidies.
10. Builds and maintains ongoing relationships with landlords and property management companies that can be used to enhance the services provided to program participants.
11. Maintains current and accurate records, reporting data as required by the agency and its funders.
12. Participates in agency, interagency, and community meetings as required, serving on committees and groups as necessary and/or appropriate.
13. Participates in education and training sessions at the agency and in the community.
14. Provides First Call and Staff Back-Up coverage to the helpline.
15. Performs other tasks and projects as assigned.

General Expectations:

1. Be committed to the Agency's mission, vision, and values.
2. Interacts harmoniously and effectively with others, focusing upon the attainment of Agency goals and objectives through a commitment to teamwork.
3. Provides the highest level of client and internal customer service possible.
4. Follows established policies and procedures and complies with all safety requirements.
5. Communicates in an open, respectful, and honest manner with everyone.
6. Communicates proactively with the supervisor regarding workflow, problems, suggestions, etc.
7. Conforms to acceptable attendance/punctuality standards as expressed in the Employee Handbook.
8. Performs the required amount of work in a timely fashion with a minimum of errors.
9. Maintains personal appearance and hygiene as appropriate to the position.
10. Adheres strictly to confidentiality of client, co-worker, and internal agency information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, climb stairs, sit (including prolonged sitting), talk, and listen. The employee is also required to operate a computer using a standard keyboard and mouse; use a fax machine, printer, scanner, and copier; and communicate using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to 30 pounds.

Work Environment:

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires the ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Some evening and weekend hours may be required.

Qualifications Needed for Position:

Experience and Skill Requirements:

- Knowledge of domestic violence and its impact on victims and the community.
- Knowledge of housing barriers encountered by those experiencing homelessness and available resources.
- Ability to prioritize work demands to meet client needs and emergencies.
- Experience with group facilitation.
- Demonstrated skills and experience in crisis intervention, human relations, and conflict resolution.
- Ability to handle emergencies in a calm manner and de-escalate situations.
- Ability to work collaboratively as well as independently.
- Ability to communicate effectively through excellent listening, oral and written skills
- Proficient in Microsoft Office and other computer technology as required by the position.

Education Requirements:

- A bachelor’s degree in human services, social work or related field at an accredited institution is preferred.
- Successful completion of CAIRET (Crisis Advocacy, Intervention, Response and Ethics Training for New Advocates) is required before or upon entering this position.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

** All requirements and skills are considered essential unless otherwise indicated **

External and internal applicants, as well as current employees who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date