



JOB DESCRIPTION

Job Title:	Housing Navigator
Location:	Denver
Department:	Housing
Reports to:	Housing Supervisor
Supervises:	None
FLSA Status:	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

JOB SUMMARY

Under the supervision of Housing Supervisor, the **Housing Navigator** will be responsible for curating and upholding relationships with community partners including but not limited to landlords and property management. Housing Navigator will schedule meetings with property managers regarding openings, tenant issues and payment plans. Additionally, the Housing Navigator is responsible for scheduling and facilitating any appointments necessary for a youth to move into community housing, assist the Housing Supervisor with OneHome referrals, youth assessments, client data collections, documentation, file maintenance, reporting maintenance issues and ensuring that the program is facilitated in a manner that meets Urban Peak's mission. Housing Navigators will work with youth at either the Shelter, Drop in Center or a housing program. This position will ensure that interactions, interventions and environments at Urban Peak are trauma informed and emphasize the physical and emotional safety of youth and staff.

QUALIFICATIONS

Housing Navigator

- A Bachelor's Degree in social work, psychology or human services or a related field AND a minimum of one (1) year of experience working with youth, OR high school diploma or equivalent with a minimum of three (3) years full-time of experience working high-risk youth.
- Experience working with community landlords preferred.
- Experience with transitional housing programs preferred.
- The ability to connect well, work effectively and communicate in a culturally responsive manner with a diverse youth population.
- An understanding of trauma informed interactions and/or a willingness to learn and adopt this approach.



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- Data collection and the ability to maintain accurate and thorough client files and HMIS database.
- Skill in operating office equipment, such as computers, software (e.g., Microsoft Word, Excel and PowerPoint; email) and telephones.
- Skill in oral and written communications.
- Able to function as a member of an interdisciplinary team and work with collaborating agencies.
- Must be team-oriented and able to coordinate with various departments and staff.
- Must be insurable as a driver on Urban Peak's auto liability policy to transport youth using an Urban Peak vehicle and an approved personal vehicle
- Must pass both federal and state background checks
- Must pass pre-employment TB screening.

JOB DUTIES

The job duties of this position are performed personally, in cooperation with your supervisor, and/or in coordination with other staff. Additional work functions and duties may be assigned.

All Housing Navigator positions will be responsible for performing the general work duties listed:

Housing

- Stays up to date with community housing options, waitlist, and openings
- Conducts and/or assists with housing searches, housing orientations, housing inspections, lease-ups, and coordinate unit turns, move-out inspections (as appropriate)
- Assists participants individually and in groups with completing housing applications either in the office or in the community.
- Assist clients referred through OneHome with navigating systems required for housing placement
- Meets with clients to review market rate, affordable/tax-credit, and subsidized rental options
- Serves as a liaison between landlord/property owners, community members, and service providers to help facilitate ongoing supportive services.
- Helps facilitate the relocation process as needed including identifying new units and completing all necessary forms for relocation
- Accurately document all services including assessments, pre-lease, lease up, and any other necessary case notes, and specific services received by clients in HMIS.
- Collect and maintain accurate data on an ongoing basis.
- Maintain clear and effective communication with other staff regarding clients.
- Work to ensure client confidentiality.
- Complete thorough intakes as needed in a manner that begins to establish comfort and trusting relationships
- Contracts with youth and other involved persons in facilitating the youth's exit from street life.
- Maintain close communication with supervisor regarding daily operations of the program



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PROFESSIONAL PERFORMANCE

- Adhere to all Personnel Policies and Procedures for the Agency
- Maintain professional standards of performance, demeanor, and appearance at all times; act as a “role model” both at and away from the Agency
- Maintain a creative, team-building approach to job performance and seek to bring a constructive, problem solving orientation to all tasks
- Performs all tasks and responsibilities with attention to detail and in a complete and timely manner, complying with agency policies and standards and conforming to the scheduling requirements of the job and program
- Maintain an awareness of the agency’s mission and work to promote the positive individual and social change goals it embodies
- Exercise discretion and professional judgment at all times keeping with the responsibilities carried personally and by the agency for the care and welfare of the clients; act with honesty and integrity in all aspects of Agency business
- Actively strive to upgrade professional skills through engaging in appropriate professional training and experience
- Actively strive to create and maintain a culturally sensitive, trauma informed and appropriate environment through communication and interaction that demonstrates respect for diversity
- Promote the philosophy of trauma informed care in interactions with youth, staff and individuals both internally and externally.
- Support youth development and youth involvement in decision-making processes

PHYSICAL REQUIREMENTS

- Able to read computer screens and printed documents.
- Able to hear well enough to communicate with employees and others.
- Able to speak the English language in an understandable manner.
- Able to type, write and use telephones.
- Ability to meet youth off-site at youth housing.
- Able to be on feet and mobile up to 10 hours per day.
- Able to lift 50 lbs. sometimes and 20 lbs. often.

ACKNOWLEDGEMENT

This job description is intended to describe the general nature and level of work performed. It is not intended to be a complete list of all responsibilities, duties and skills required of employees performing this job. Furthermore, this job description does not establish a contract of employment. Urban Peak may change job descriptions at any time, with or without notice as service needs require.

I have read and understand this job description.

Employee Signature

Date

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