



HOUSING NAVIGATOR

Salary range \$45,000 - \$52,000

*Full-time, salaried, benefitted
Bi-lingual language skill desired*

INTRODUCTION

Mammoth Lakes Housing, Inc. (MLH), a nonprofit public benefit housing corporation, is accepting applications for a Housing Navigator. Experienced office professional needed to provide client intake, service referrals, manage databases, provide excellent customer service, and assist the MLH team with the implementation of housing programs and projects, including homelessness prevention. The ideal candidate will be committed to affordable housing and social justice issues.

SUMMARY

This position is funded in partnership with the Social Services Departments of Mono and Alpine counties, in an effort to improve crisis intervention for persons seeking housing services and/or experiencing homelessness in the Eastern Sierra. The Housing Navigator will identify, engage and assist individuals and families seeking affordable housing, living in overcrowded homes, on the street or in encampments, vehicles, structures not suitable for habitation, couch-surfing, or other locations or at imminent risk of homelessness. In collaboration with other agencies and nonprofit organizations, the Navigator connects clients with necessary social services & moves them from the street or other unsuitable living conditions to interim or permanent housing. Individualized care is provided to each person experiencing or at risk of homelessness and an Individualized Service Plan developed to address barriers, increase income, and maintain and sustain permanent housing. As part of the plan, the Navigator identifies support needed to accomplish the outlined goals and objectives (e.g. scheduling appointments, procuring necessary documents, such as Identification card or birth certificate, applying for public benefits, and identifying subsidized housing).

SPECIFIC DUTIES AND RESPONSIBILITIES

Duties may include but are not limited to:

- **Outreach and Relationship Management:**
 - Locate, identify, engage, and build relationships with clients in Mono and Alpine counties for the purpose of providing immediate support, intervention, and connections with assistance programs and/or mainstream social services and housing programs.

- Identify clients who may benefit from, and provide linkage to, the following programs: Housing, Disability Advocacy Program (HDAP), Bringing Families Home Program, Home Safe Program, and Project Roomkey Programs, and other programs as identified and/or available.
 - Hold office hours at the MLH office, but also in other communities throughout Mono and Alpine counties, in locations such as community centers, libraries, or other appropriate locations and/or events; attend collaborative meetings;
 - Outreach to community, business owners, realtors, landlords, housing developers and other service providers to identify new and existing opportunities and build strong relationships to better assist clients in accessing resources, employment, supportive services, and housing opportunities;
 - Respond to community requests for street outreach intervention, as appropriate;
- **Service Navigation:**
 - Provide clients with housing navigation services, including housing location/placement/referrals, counseling services, assistance with housing applications and connections to all housing opportunities, including: Section 8, transitional housing, permanent affordable housing, market rate housing, and others.
 - Collaborate with service providers to provide onsite supportive services and direct connection to services such as: mental health, substance use, healthcare, employment, education and other services.
 - Work effectively and creatively as a member of an interdisciplinary case management team to support the needs of clients and attend case conferencing meetings to coordinate services with internal and outside service providers.
- **Care Coordination and Supportive Services:**
 - Identify appropriate permanent housing options for clients, such as, subsidized housing Section 8 vouchers, permanent supportive housing, affordable and market rate housing, and other housing opportunities;
 - Conduct initial and comprehensive assessments as described in the Coordinated Entry System (CES) Policies and Procedures for the Eastern Sierra Continuum of Care (CoC).
 - Enter initial and comprehensive assessments into the Coordinated Entry System (CES) and/or HMIS (on behalf of Mono and Alpine County service providers, as appropriate).
 - Coordinate, monitor and evaluate intake and individualized needs assessment and client's progression through their (ISP), and develop modifications to (ISP) as necessary.
 - Assist clients with housing applications, disability benefit applications, complete supportive and subsidized housing paperwork, and advocate for clients with prospective landlords.
 - Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources and obtaining federal, state, and local benefits.
- **Contract Management and Reporting:**
 - Maintain client related data tracking systems, including case notes, outcomes and complete HMIS entries; as well as other services in accordance with CoC Written Standards, CES Policies, and federal, state, and county guidelines;
 - Complete follow-up and retention services and provide back-up documentation in client files;

- Monitor various program income and expenses, bill out work orders, and perform scheduled reporting to the State;
- Achieve knowledge of the contracts and grants for which you work under, including the Housing, Disability Advocacy Program (HDAP), Bringing Families Home Program, Home Safe Program, and Project Roomkey Programs, and work closely with Social Services staff and technical assistance providers to implement such program.
- **Continuum of Care and Stakeholder Relationship Management:**
 - Participate in the Annual Point in Time Count of homeless individuals coordinated by the Eastern Sierra Continuum of Care;
 - Identify new and existing opportunities to build strong relationships with the community, business owners, realtors, landlords, housing developers, health care agencies, tribal organizations, educational institutions, and other service providers to better assist clients in accessing resources, employment, supportive services, and housing opportunities;
 - Attend collaborative meetings and actively participate in staff meetings and trainings; and
- **On-Going Professional Development:**
 - Attend job-related conferences, training, and workshops, as needed.
- **Other duties as assigned.**

QUALIFICATIONS

- Associate of Arts Degree (AA) in related field such as Social Services or Community Development and/or a recommended one year of similar experience.
- Fluency in Spanish, both verbal and written, is preferred
 - \$250/month language skills stipend for those who can demonstrate competency through a skills test.
- Computer proficiency required - including word processing, data entry, and spreadsheets; and
- Must have valid driver's license, a good driving record, and be insurable on company policy.
- Must have excellent communication skills, both written and verbal, with ability to engage persons who are in distress without judgment; and possess strong organizational skills with the ability to prioritize and perform multiple tasks
- Capable of travel to all sites within Mono County and Alpine County
- Knowledge of:
 - Modern office practices, procedures, methods, and equipment.
 - Principles of work planning, organization, and scheduling.
- Ability to:
 - Communicate clearly and concisely, both orally and in writing.
 - Provide premier customer service to a broad range of clientele.

- Work cooperatively with other agencies; facilitate cooperation in pressured or confrontational situations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Ability to work independently while being a team player.
- Use judgment to make sound decisions.
- Use discretion and maintain confidentiality in given assignments.
- Serve a diverse client population and communicate effectively in a culturally competent manner.
- Gather, prepare, and maintain accurate and complete records and reports.
- Spanish speaking skill highly desired

PHYSICAL DEMANDS

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

In the course of performing this job, the employee typically spends time sitting, standing, climbing stairs, walking, driving, carrying (25lbs), lifting (25lbs), bending, stooping, and kneeling. Employee must be able to stand and/or walk for extended periods of time in outside environmental conditions through outreach with repetitive motion and positions. In addition, the employee must be able to operate a motorized vehicle. Specific vision abilities required by this job include: close vision; color vision; and the ability to adjust focus.

WORK ENVIRONMENT

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

While performing the essential duties of this job, the employee will spend time outdoors walking in the community and remote areas while approaching individuals’ potentially experiencing homelessness. This outdoor activity may be in a variety of weather conditions that could include heat, rain, or snow.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Executive Director.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software, telephone, calculator, copy, fax, and mail machines.

Personal vehicle required.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in writing, orally, or in diagram form and analyze and resolve problems involving a variety of situations, using standard industry processes and procedures. Ability to define problems, collect data, establish facts, and articulate valid conclusions, and interpret an extensive variety of regulatory or technical instructions.

GENERAL

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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

APPLICATION PROCEDURE

Applicants should complete the application and upload a letter of interest. If you have questions about the position, please contact Patricia Robertson at (760) 934-4740 or patricia@mammothlakeshousing.org.

This position is open until filled.