



JOB DESCRIPTION - **Housing Navigator**

POSITION: Housing Navigator (Non-Exempt) *Contracted*

DEPARTMENT: Administration

REPORTS TO: Executive Director/Resource Center Director

Job Type: Full-Time

JOB SUMMARY (Scope of Position): The Housing Navigator assists and advocates for community members to locate, secure, and retain affordable permanent housing solutions. The Navigator plans and coordinates services, identifies appropriate housing options, and interacts with landlords and other organizations on behalf of participants.

This is a grant-funded position, guaranteed for three years. Conduct outreach and provide educational information regarding subsidies, security deposit assistance, support the property owner/manager from a single point of contact, cost savings via tenant turnover.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and the ability to prioritize workload.
5. Consistently report to work on time and prepared to perform duties of the position.
6. Has a strong work ethic having the needs of the organization and the clients as the primary priority.
7. Ambassador for Shalom Center and all employees are responsible for marketing/promoting the organization and its programs internally and externally.
8. Demonstrates leadership to gain and maintain all employees' credibility, trust, and respect.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Outreach

- Become active in the landlord community to identify housing opportunities for households experiencing homelessness and those at risk of becoming homeless with barriers.
- Be knowledgeable about and in attendance at landlord associations, real- estate industry, and networking events.
- Coordinate with the local housing authorities, housing and homeless service providers, and housing team.
- Develops outreach programs and strategies to bring awareness of Shalom Center and our services.

- Serve as the primary point of contact for landlords', acting as a liaison to connect landlords, tenants, and the housing case manager for those in Shalom Center housing programs. Tenant Education
- Educate households in their search for housing, such as identifying housing, filling out rental applications, interpreting leases, and understanding tenant rights and responsibilities.
- Work with clients one-on-one to provide education, guidance, and referrals tailored to each client's unique circumstances.
- Teach and model landlord relationship-building and communication (Rent Smart Philosophy)

Administrative Activities

- Create and maintain a database of landlords and properties and the relevant selection criteria they utilize. Communicate updates to relevant staff and/or community partners.
- Prepare case-related reports, including outcomes, successes, and challenges.
- Responsible for duties related to the follow-up of clients that are seeking housing.

Agency Intake:

- Take calls from clients needing agency programs, and ask screening/ qualification questions.
- Refer to appropriate agencies or begin the application process by sending an application packet.
- Maintain knowledge of all Kenosha County housing, re-housing, and related community programs and services.
- Maintain relationships and network with other community-based service providers.
- Responsible for other duties as assigned or required.

WORKING CONDITIONS: This work is generally performed in an office environment and in the community in Kenosha County.

EFFORT: Long periods of time working at a computer terminal. The use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling, fingering, reading, working with information, standing, and walking. Occasional lifting to 25 pounds, reaching, and climbing.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone.

MINIMUM QUALIFICATIONS:

- Knowledge of housing resources or willingness to learn within 45 days.
- 2 years of real estate or property management is preferred, not required.
- Bachelor's Degree required or a comparable combination of education/work-related experience is required. A combination of education, training, and experience demonstrating competency in performing the work may be substituted.

ABILITIES REQUIRED:

- Ability to read, write using proper grammar/punctuation and communicate effectively.

- Possess organizational, planning, and analytical skills.
- Proficient in Microsoft Office Suite. Experience with word processing, spreadsheets, scheduling, project management, and presentations.
- Ability to perform tasks with minimal supervision or oversight.
- Ability to work with individuals in a respectful and nonjudgmental manner

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license.
- Must pass a background check.
- Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS:

Employee must be able to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Benefits:

- Life insurance
- Paid time off
- Health Savings Plan Contribution

Schedule:

- Day shift
- Monday to Friday
- Some weekends and evening event support

COVID-19 considerations: Covid-19 restrictions, protocols, and safety measures are in place to ensure a safe and comfortable working environment.

Shalom Center is an equal-opportunity employer. We do not discriminate on the basis of age, race, color, sex, religion, disability, national origin, veteran status, sexual orientation, sexual identity, or any other status protected under federal, state, or local law. All employment is decided on the basis of qualifications, merit, and business need.