

Job Summary

The Housing Navigator will work to connect residents of the Lewis and Clark area who are experiencing difficulties securing housing to resources and services available to them. This individual will demonstrate knowledge of regional housing resources and the ability to connect households to these resources.

Essential Duties

This position is responsible for collecting and recording client information correctly and efficiently, using appropriate tracking and referral systems to connect clients with resources as well as connecting clients with landlords and realtors within the community.

Scope of Work

- Maintain information on available housing stock
 - Check available housing & update a running list
 - Advocate for clients by:
 - maintaining relationships with current landlords
 - building new relationships with landlords to increase stock
 - maintain relationships with other relevant parties as appropriate (local government, businesses, service providers, etc.)
 - Connect folks to housing
 - Refer to housing that is appropriate for the client
- Connect to possible funding resources, such as ESG, Hunthausen, or external support
- Refer to first-time homebuyer supports, such as classes and loan support services
- Have knowledge of HHA's voucher programs & help clients navigate the public housing process
- Refer to realtors, lenders, and other services as needed
- Input clients who cannot afford any available housing into HMIS as needed and refer to support resources
 - Serve as point of contact for Coordinated Entry
 - Attend Case Conferencing

Direct Household Assistance

- Conduct phased assessments for folks experiencing difficulties securing housing at many levels of Average Median Income (AMI)

- Make referrals as necessary for resources to support stable housing
- Attend weekly meetings of the Helena's Housing First Case Conferencing team and GSM mandatory meetings and trainings
- Create Service Plans to coordinate services and address barriers
- Act as a liaison and advocate between clients and landlords
- Refer clients to housing resources appropriate to individual needs

Community Engagement

- Establishes, updates, maintains and communicates a list of available housing opportunities
- Engage local landlords and developers to maintain relationships that serve the community
- Attend CONNECT Referral training
- Attend local meetings, councils, and task forces as relevant to the position and appropriate for maintaining relationships and serving as a liaison for clients
- Serve as the primary resource and point of contact for those inquiring about Housing Navigation, keeping in touch with clients until they are stably housed
- Assist in the marketing of the position

MINIMUM QUALIFICATIONS

Education and Experience:

Bachelor's degree in Human Services or a related field, *or* High School Diploma or GED and at least four years' experience in a related human services field, *or an equivalent* combination of education and experience to fully meet the required minimum job qualifications. Experience in housing, landlord engagement, realty, or public service is preferred

Meetings/Trainings:

- Participate and complete and remain in compliance with VIRTUS within thirty (30) days from the date of hire
- Must attend Landlord Association meetings
- Must complete HMIS training requirements within thirty (30) days from the date of hire
- Must complete GSM training requirements within thirty (30) days from the date of hire
- Must complete Connect training-Julie Bir County Health within thirty (30) days from the date of hire

- The employee must also possess the ability to become certified in Homeownership Counseling
- Must possess a valid Montana Driver's License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy.

PHYSICAL DEMANDS

The physical demands described here 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 functions.

- Maintain a stationary position while using a computer
- Frequently communicate with co-workers and members of the community on the phone, in writing and in person
- Needs to move about inside the office to access file cabinets, office machinery, etc.
- Will also be required to drive to multiple locations throughout Lewis and Clark County, meet with people in a variety of settings, materials from car to building.
- May be required to lift, and carry objects weighing up to 35lbs, team lifting for more than 35lbs
- Must be able to sit or stand for long periods of time while working on the computer
- May spend work hours interacting with staff, customers, or those in need of support through the ministry

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 functions.

- May work both on and off campus to attend community meetings
- Work in a fast-paced environment with heavy traffic flow, and heart wrenching situations on and off throughout the day

The above statements are intended to describe the general nature of the work being performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and qualifications. The Good Samaritan Ministries Management reserves the right to amend and change the responsibilities to meet the store needs at any time.