



Position: Housing Navigator
Reports to: On & Up Housing Program Manager
Hours: 40 hrs. Week
Salary Range: \$45,000 - \$52,000
Classification: Regular, Nonexempt
Reviewed: December 2021

CFH serves people from diverse cultures, races, gender identity, sexual orientation, and ages. We value diversity and intentionally work to recruit, hire and retain staff who reflect the diverse client population we are serving. CFH is an equal opportunity / affirmative action employer.

ABOUT CFH

CFH is a secular 501(c)3 nonprofit organization founded in 1993 to provide a warm, safe, and hospitable place for single men to sleep and be nourished with three healthy meals each day. Today, with phenomenal partnerships and support from King County's Eastside community, CFH serves more than 1,700 people each year with street outreach, day center services, shelters, permanent subsidized housing, case management, and other life-saving supportive services—including 125,000 meals. CFH is a healthy, fiscally stable organization with a dedicated Board and staff poised to advance its mission.

Our core values are relationship, community, empowerment, dignity and respect. These values embody the CFH mission: to partner with men & the community to create a path from homelessness to stable living.

OVERVIEW OF POSITION:

The Housing Navigator will need to have extensive experience working with individuals that are chronically homeless, and/or homeless veterans. Knowledge of Public Housing Authority and Housing subsidy is ideal (i.e., Section 8, Shelter Plus Care, VASH). Under the direction of the Program Manager, the Housing Navigator provides client advocacy, case management, benefit establishment, linkage to Mental Health/Substance Abuse Services, linkage to stable housing, and all other supportive services as needed. Housing Navigators will provide individualized client support by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing. As part of the plan, the Housing Navigator will identify each area in which clients will need assistance to accomplish the outlined goals and objectives (i.e., scheduling appointments, applying for public benefits, identifying subsidized housing, etc.)

KEY RESPONSIBILITIES:

Supportive Services

- Conduct screening interviews, complete intake documentation and coordinate move-in and exit of all program participants.
- Provide case management and navigation services designed to assist clients obtain stability.



- Work with clients to co-create a housing stability plan and goal plan to promote stability.
- Provide onsite case management services in the areas of independent living skills, cooking groups, house meetings, social events, employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals.
- Perform initial comprehensive case management assessment and develop a plan of intervention that addresses need for housing, services, crisis intervention, and continuity of care planning and coordination.
- Respond to referrals and client's request for case management assessment and intervention within the required response time.
- Encourage and promote an environment that is strength-based to assist clients in meeting their individual goals.
- Identify appropriate permanent housing options for clients, such as, subsidized housing Section 8, Shelter Plus Care, VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities.
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords.

Data Entry and Contract Compliance:

- Contract Management: work with program manager to meet the outcomes of contracts.
- Achieve knowledge of the contracts and grants for which you work under.
- Maintain client related data tracking systems, including case notes and complete HMIS entries.
- Prepare case-related reports including outcomes, successes, and challenges.
- Generate client data for monthly reporting.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county, and the Organization's guidelines.
- Complete follow-up and retention services and provide back-up documentation in client files.

Community Engagement:

- 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.
- Mediate disputes between clients and neighborhood residents.
- Attend collaborative meetings.
- Network with other agencies, coalitions, and local community meetings.

CFH Supervision, Meetings:

- Actively participate in staff meetings, trainings, and supervision.
- Work collaboratively with case management team, mental health team, and other staff.

QUALIFICATIONS:



- Bachelor's or associate's degree and at least two years' related experience, or an equivalent combination of education and experience.
- Energetic and forward thinking with high ethical standards and an appropriate professional image.
- Strong commitment to CFH's mission.
- Understanding (or commitment to develop an understanding) of the intricacies of homelessness.
- Demonstrated understanding and respect for the diverse viewpoints shared by communities about providing services to people experiencing homelessness.
- Excellent interpersonal skills with strong ability to authentically listen and build collaborative relationships.
- A strong orientation toward social justice concerns.
- Experience, ability and willingness to work respectfully with culturally diverse people.
- Ability to think outside the box with creativity, ingenuity, compassion, and commitment to the mission.
- Flexible, adaptable, and works well under pressure.
- Excellent organizational skills, accuracy and attention to detail required.
- Outstanding ability to organize self and others in an efficient, diplomatic and effective manner.
- Strong computer skills, with ability to create and maintain databases.
- Ability to attend work regularly, including scheduled work time outside of typical office hours (evenings and weekends) and emergency after-hours responses is required.

CERTIFICATES, LICENSES & REGISTRATIONS

Washington driver's license and insurable driving record required.

PHYSICAL DEMANDS

- Physical ability to sit, walk, and/or stand for prolonged periods of time.
- Ability to stand, stoop, bend, grasp, and/or hold work located at the office or other locations as needed.
- Prolonged periods of sitting at a desk and working on a computer.
- Requires individual is able to safely lift and carry at least 35 lbs. and must occasionally lift/carry push up to 45 pounds.
- Individual must also have the use of all senses, to include, but not limited to sight, hearing, smell, and taste.
- Must be able to access and navigate each department at the agency's facilities.

Note re: COVID-19: CFH follows the most current health and safety guidelines provided by King County Public Health and the CDC. This position is required to wear personal protective equipment at all times while on site and may be exposed to people who may have the COVID-19 virus.

SUBMISSION:



To apply, please submit resume and cover letter including a personal statement expressing how the mission of CFH aligns with your personal and professional goals.

SALARY & BENEFITS:

- Annual Salary Range: \$45,000 – \$52,000
- Regular employees who work at least twenty hours per week are eligible for prorated benefits including medical and dental insurance at a reduced cost to the employee, paid time off, cell phone stipend, holidays and employer matched retirement.
- Flexible work schedule as approved by supervisor and based on specific position requirements.

CFH does not discriminate on the basis of race, religion, color, age, genetic information, sensory, mental or physical handicap, national origin, gender, sexual orientation, gender identity, gender expression, marital status, familial status, parental status, citizenship status, pregnancy, veteran status, political ideology or any other basis protected by applicable law.

TIMELINE:

Applications will be considered on an ongoing basis; position open until filled.