

HOUSING AUTHORITY
of the
COUNTY OF MONTEREY

HOUSING NAVIGATOR
(FLSA Exempt)
Effective 7/26/2021

DEFINITION/PURPOSE:

Provide professional housing navigation support for housing assistance programs within the Housing Assistance Programs department; to provide operational and technical support for supervisory staff; and research and collaborate with Community Based Organizations and landlords to find affordable housing for voucher holders.

DISTINGUISHING CHARACTERISTICS:

This single position management classification is responsible for housing placement of voucher holders in the Housing Assistance Programs department, outreach to existing and new landlords for the purpose of housing voucher holders and expanding the Authorities network of landlords, outreach and collaborative work with Community Based Organizations to assist eligible voucher holders with additional social service programs, and assist Housing Program Specialist with landlord-tenant issues to ensure voucher holders maintain housing.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision and general direction of the Director of Housing Programs. The classification normally has no supervisory responsibilities.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following:

- Provide case management; respond to referrals of new clients in a timely manner, including completing the intake form and assessment of the client's needs and preferences.
- Develop a landlord network program.
- Maintain current client data.
- Communicate regularly and effectively with the client, service providers, and support personnel to ensure that clients meet housing application requirements and maintain housing when secured.
- Identify and present housing options for clients that fulfill their specific location, size, and affordability requirements.
- Assist clients, along with their support staff and family members, in completing applications and providing necessary documents to be placed on waiting lists for affordable housing rental properties.

- Assist clients in requesting reasonable accommodations, if applicable.
- Assist clients in qualify for additional social service programs. Including: making community referrals for credit counseling, legal assistance, assembling letters of support, helping them apply for eligible financial assistance.
- Help clients budget and plan for move-in expenses including the security deposit and first month's rent, if necessary
- Facilitate all aspects of the application process once the client becomes a potential qualified applicant. This includes: showing the property to interested clients, and assisting clients who have been selected in submitting the necessary documents to qualify for the unit.
- Generate resources in the area of housing, including: researching available affordable and supportive housing options; developing relationships with landlords, brokers, and housing programs.
- Identify and collaborate with potential local housing stakeholders and community partners.
- Represent HACM at community meetings regarding housing issues for homeless populations; assisting with educating the community on changing policy as it relates to access to affordable housing.
- Troubleshooting issues as they arise with community partners, staff, landlords, and clients accessing housing.
- Meet with landlords/property managers with the intent of expanding the network of properties which house voucher holders.
- Maintains small case load up to 250. Explain methodology to participants.
- Regularly communicate with property managers/affordable housing developers in order to maintain a current and accurate list of affordable housing/rental properties which are accepting applications for a waitlist. Additionally, keep current application forms and other requirements for being placed on the waitlist.
- Participate in staff meetings, collaborative case conferences, and other related meetings.
- Provide case management service in the areas of, but not limited to: independent living skills, housing stabilization, money management, community integration, employment linkage, benefits establishment, linkage to community providers for substance abuse, primary and mental health care, and all other services needed to assist clients in reaching their treatment plan goals.
- Provide strengths-based case management and service coordination services designed to assist clients in obtaining and maintaining stable housing.
- Provide crisis intervention services focused on enhancing the client's ability to independently problem solve, utilize effective coping skills, and manage self-coordinate own care.
- Provide information and instruction to clients regarding how to complete a housing application, housing search, tenant rights and responsibilities, including: observation of rental agreement rules, and being a good neighbor.

- Provide referrals for mental health, substance abuse, and other services as deemed necessary (e.g. food banks).
- Provide housing location services to homeless clients and voucher holders. This includes: identifying housing opportunities, assisting with completion of paperwork, advocating for clients with prospective landlords.
- Provide on-going support services to tenants to minimize tenant-related issues for the duration of the contract terms.
- Review, analyze and process property owner claims for bonuses, in accordance with and as described in the Admin Plan.
- Conduct an individualized needs assessment for each client and work with the client to develop an individualized service plan to address barriers which might prevent the client from obtaining and/or searching for housing.
- Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources.
- Create and maintain relationship with various Community Based Organizations that provide key resources and services for homeless individuals and voucher holders.
- Provide assistance in a non-judgmental manner.

Documentation

- Maintain documentation standards as set forth by HACM policies.
- Collect all necessary documentation needed to support assistance provided.
- Prepare requests for financial assistance and submit all required documentation for supervisor approval.
- Provide appropriate resources, tools, and counseling to assist participants in achieving the housing plan goals; making referrals for services; and tracking documenting participant progress.
- Work closely with other agency programs or departments to maximize participant outcomes, program goals, and agency mission.
- Maintain close collaborations and communication with formal partner agencies for the program.
- 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.

OTHER JOB FUNCTIONS:

- May represent the Authority at public meetings and conferences.
- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of—local property management agencies, housing programs, community resources, social services, and benefits administered by the county. Case management

interventions proven effective with vulnerable populations (harm reduction, motivational interviewing, housing first, engagement and rapport building with hard-to-reach clients, etc), preferably. Public housing laws, program and agency rules, regulations standard and programs, and the local housing market.

Ability to—Be culturally competent. Maintain confidentiality. Exercise sound independent judgment within established guidelines. Establish and maintain effective working relationships with other contacted in the course of work. Communicate clearly and effectively both orally and in writing. Maintain the mental capacity for sound decision making and the physical capability to perform assigned duties. Operate a computer using various Windows-based application programs. Ability to drive or commute to neighborhoods throughout the community. Adapt to change. Have a strong sense of prioritization and coordination of multiple demands in a high-pressure environment. Demonstrate strong problem solving and conflict resolution skills. Work independently and as a team member.

Licenses and Certificates—Must possess and maintain an applicable California Driver Licenses and driving record acceptable to the Authority. Obtain certifications in Housing Programs Specialist and Housing Quality Standards within one (1) year of employment.

Physical Abilities and Work Environment—Must have the ability to drive an automobile, sit or stand for lengthy periods of time, walk, climb, stretch, bend, lift 25 lbs. and operate keyboard equipment. Most of the work is conducted in a standard indoor and outdoor environment.

Other—Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

-Use of personal automobile may be necessary in the performance of assigned duties. Possession of personal automobile insurance, and proof of such coverage on file with the Authority, is necessary to operate a personal vehicle for Authority business.

-Bilingual fluency in English and Spanish is desirable.

-Be insurable by the Housing Authority's insurance carriers.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical was to obtain the knowledge and abilities is:

Experience—A minimum of two years of experience and demonstrated competence in housing coordination. At least two years of relevant experience in providing services to homeless and marginalized individuals. This requirement may be substituted by additional relevant education.

Three (3) years of responsible experience in the provision of direct social, community, or housing services in a multi-cultural environment and dealing with different socioeconomic levels.

Education—Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g., G.E.D.), supplemented by courses in social sciences. Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in social sciences, or related field is desirable.

Possess a bachelor's degree from an accredited college or university with a major in social science, business or public administration, or a related field.