

HOUSING NAVIGATOR POSITION DESCRIPTION

POSITION TITLE: Housing Navigator

DEPT/DIVISION: Chaffee Housing Authority

FLSA STATUS: Exempt

POSITION SUMMARY:

The Housing Navigator will assist and support the efforts of the Chaffee Housing Authority (CHA). This position will have the responsibility of completing administrative tasks within the office, and will interface with property owners, tenants, developers, and staff from partnering organizations and local governments. This position will be intricately involved with the Continuum of Care (CoC), especially with case management and with maintaining exceptional relationships with community partner organizations.

Regarding case management, the Housing Navigator will be responsible for initiating and following through with housing plans for tenants in any CHA program/project, working collaboratively with other community organizations to achieve client success, and in assisting and operating established and new CHA programs such as the Rental Deposit Guarantee Program.

The Housing Navigator is expected to assist clients in a kind, caring and trauma-informed way to assess, plan, implement, monitor and evaluate actions required to meet the tenant's housing, health and human service needs.

This position will include both in office and off-site work at the Chaffee Housing Authority in Salida, Colorado and work in the Chaffee community. Ideal candidates will have ties to the local community.

CORE COMPETENCIES:

1. Excellent oral and written communication skills. Ability to communicate effectively with a wide range of community members.
2. Compassion and understanding for people who experience housing insecurity or homelessness and an understanding of trauma-informed care, motivational interviewing, and Mental Health First Aid.
3. Understanding of the values and priorities outlined in the CHA strategic plan and of participating jurisdictions.
4. Exceptional organizational and file management skills.
5. Ability to work independently and stay on task.
6. Ability to comprehend complex information and communicate complex information to others effectively.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duty statements are illustrative of the essential functions of the position and do not include other non-essential or marginal duties that may be required. The Executive Director reserves the right to modify or change the duties or essential functions of this position at any time.

1. Provides client support that is safe, timely, effective, efficient, equitable, client-centered and trauma-informed.
2. Answers inquiries about affordable housing options, homeless services, and other community resources.
3. Maintains accurate record management systems for a variety of CHA programs and initiatives.
4. Supports the Housing Programs Supervisor by executing day to day tasks associated with CHA Programs; tasks may include answering inquiries, verifying application documents, creating and executing legal agreements, and documenting program activities.
5. Assists the Executive Director with various administrative and office management tasks.

EDUCATION AND EXPERIENCE:

1. Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
2. Experience working with households who are housing insecure or households with limited financial resources.
3. Exceptional communication skills among a variety of discourse communities, both written and oral.
4. Proficient use of Microsoft Office, Google Drive, Facebook, Instagram, and general office equipment.

REPORTING RELATIONSHIPS:

This position reports to the Housing Programs Manager.

SKILLS AND ABILITIES:

1. Preference for Spanish speaking.
2. A valid driver's license with satisfactory driving record is required.
3. Proficient at reading and comprehending written materials.
4. Highly developed written and oral communication skills.
5. Employs time management and organizational skills to manage deadlines and projects and various other assignments.
6. Above average skills working with other people by taking into consideration their needs, their personal styles and the requirements of their jobs or interests.
7. Acts ethically, responsibly, and with utmost integrity.
8. Highly developed aptitude for the use of computers and other social media to complete the various requirements of the job whether routine or project oriented.

COMPENSATION AND BENEFITS

Full Time Salary Range: \$46,000 - \$52,000 annual, based on experience.

Benefits include: Accrued sick leave, holiday/vacation time, medical, vision, life and dental insurance, 401(a), paid holidays

Text for Advertisement:

The Chaffee Housing Authority is seeking a motivated, self-starter with exceptional attention to detail, excellent communication skills, and a passion for community, social justice, and equity.

This person will compassionately engage with community members who are seeking resources or access to affordable housing.

The ideal candidate will have an understanding of housing insecurities and will also play a role in office management and establishing and maintaining the administrative systems for the organization.

This position is full-time and salaried, currently stationed in the Salida office, and will have a flexible schedule including working in Buena Vista and other offices around Chaffee County.

Interested parties should email chaffeehousingauthority@chaffeecounty.org and include a cover letter and resume. Applications will be accepted on a rolling basis with first round phone interviews being scheduled beginning July 21.

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Commented [1]: Put this in an email/advert not in the job description