



Resolving  
Homelessness  
Together

**HOUSING NAVIGATOR I  
HOUSING NAVIGATOR II  
HOUSING NAVIGATOR III**

## **Description**

Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. Under direction, the Housing Navigator will develop landlord/property manager relationships in order to secure housing placements for people experiencing homelessness in Santa Cruz County. The Housing Navigator will support case managers in quickly finding program participants housing in the community.

Santa Cruz County's SSVF program is a multi-agency partnership and requires individuals with a high degree of experience working collaboratively toward a common goal. Sensitivity to and understanding of veteran-specific challenges is highly valued. Veterans are encouraged to apply.

## **Distinguishing Characteristics**

Factors used in allocating positions to classes in this series include: complexity, sensitivity and difficulty of casework problems; authority for decision making; likelihood and consequence of error; degree of supervision received; and lead/consultative responsibilities for other Housing Navigators.

**Housing Navigator I** is the entry level class in the Housing Navigation series, with incumbents receiving training from and assisting higher level Navigators. They are expected to develop knowledge of the policies and administrative procedures of Housing Matters housing support programs, to learn the principles of human behavior and development, to develop caseload organization and management skills and to use community resources. Incumbents are expected to gain the knowledge and abilities to be promoted to Housing Navigator II.

**Housing Navigator II** is the advanced class and is capable of independently performing the full range of duties. This class differs from the Housing Navigator I in that incumbents may provide training to lower level Housing Navigators and make presentations to internal and community groups. Incumbents are required to use their skills to perform moderate to complex casework services.

**Housing Navigator III** is the master/expert class, is capable of working independently to secure housing placements alongside a supportive services team, and advances housing navigation for their team, program, and the agency through new training, strategies, partnerships and other activities.

## **Typical Job Duties**

- Conduct landlord/property management outreach and relationship building.
- Search daily for housing and reach out to available units.
- Coordinate regularly with Housing Navigators and Case Managers, including attending collaborative working group meetings.
- Develop rapport and communication with both property managers and program clients.
- Conduct, with Case Managers, housing needs assessment and client-driven housing searches in neighborhoods that are a good fit for the individual clients and families.
- Act as client advocate in securing appropriate housing.
- Facilitate rental agreements with landlords in scattered site apartments and ensure clients understanding of rental agreements, housing policies and procedures.

- Conduct home visits with clients.
- Maintain extensive, accurate records, data and documentation of services.
- Participate in Housing Matters and Case Management/Supportive Services staff meetings, case reviews and related functions.
- Maintain effective relationships with community partners and represent Housing Matters professionally in the community.
- Attend training, workshops and conferences related to position.
- Maintain confidential, professional boundaries with all program clients.
- Other duties as assigned.

## **Employment Standards**

### **Housing Navigator I**

Some knowledge of:

- Basic principles and trends of affordable housing.
- Federal and State housing regulations, programs and procedures.
- Community resources.
- Public social service and assistance programs.
- Interviewing and record keeping techniques.
- Knowledge of the specialized program area to which assigned.

### **Housing Navigator II**

Working knowledge of the above plus:

- County and state affordable housing policies, procedures and programs.
- Knowledge of the specialized program area to which assigned.
- Housing inspections.
- The policies, and administrative procedures of Housing Matters housing support programs.
- Grant compliance reporting may be required for certain positions.
- Some knowledge of the principles and techniques of supervision and training may be required for certain assignments.

### **Housing Navigator III**

Thorough knowledge of the above plus:

- Shared housing.
- Housing Authority workflow.
- Lease agreements.
- Landlord and real estate networking groups.
- Rehousing strategies for the most vulnerable and hardest to house.

**Ability to:**

### **Housing Navigator I**

- Learn to use housing navigation skills to identify appropriate housing units.
- Respond to housing postings and complete housing applications.
- Outreach to landlords.
- Learn to formulate and modify housing plans in conjunction with clients.
- Learn to interview effectively, gather information and engage the client in the problem-solving process.
- Learn to manage assigned caseload and establish caseload priorities to meet client needs and agency expectations.
- Understand and explain agency programs, limitations, regulations and policies.
- Use community and agency resources.
- Communicate effectively in written and oral form.
- Maintain current and accurate records.
- Communicate and relate effectively with clients, who may be emotionally or mentally disabled, medically disabled, elderly, substance abusers, victims of domestic violence or fiduciary abuse.

- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.

### **Housing Navigator II**

- Establish ongoing relationships with landlords.
- Assist case managers with developing housing packets and housing plans.
- Network to share housing openings with other staff and programs.
- Communicate and relate effectively with clients, who may be emotionally or mentally disabled, medically disabled, elderly, substance abusers, victims of domestic violence or fiduciary abuse.
- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Facilitate maximum client participation in service plans.
- Manage assigned caseload and establish caseload priorities to meet client needs and agency expectations;
- Prioritize and respond to demands of caseload in a prompt and efficient manner.
- Recognize and analyze problems, gather relevant information, establish facts, draw valid conclusions, respond to case details promptly, and communicate clearly and concisely both orally and in writing.
- Maintain current and accurate records.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.
- Work effectively under pressure and deadlines.

### **Housing Navigator III**

- Establish Housing Matters as the first resource that landlords look to for tenants.
- Maintain a pool of landlord and housing units.
- Create housing opportunities using shared housing and develop new strategies for housing.
- Effective retention strategies with landlords to keep housing secure for most vulnerable clients.
- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Facilitate maximum client participation in service plans.
- Manage assigned caseload and establish caseload priorities to meet client needs and agency expectations;
- Prioritize and respond to demands of caseload in a prompt and efficient manner.
- Recognize and analyze problems, gather relevant information, establish facts, draw valid conclusions, respond to case details promptly, and communicate clearly and concisely both orally and in writing.
- Maintain current and accurate records.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.
- Work effectively under pressure and deadlines.

**Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain these knowledge and abilities would be:**

Housing Navigator I: A minimum of two years of directly related training or experience which would demonstrate the application of the knowledge and abilities,

OR

Successful completion of twenty-four (24) semester units in social welfare, social human services, sociology or other behavior science from a recognized college that demonstrates possession of the required knowledge and abilities.

Housing Navigator II: A minimum of one year of experience performing social service casework services comparable to a Housing Navigator I at Housing Matters in an exceptional manner exceeding all standards and abilities,

OR

A Bachelor's Degree from an accredited college with a major in social work, social welfare, human services, or one of the social or behavioral sciences.

Housing Navigator III: A minimum of two years experience in performing social services casework services comparable to a Housing Navigator II at Housing Matters in an exceptional manner exceeding all standards and abilities,

OR

A Master's Degree from an accredited college with a major in a related field and 1 year of housing navigation experience.

### **SPECIAL REQUIREMENTS**

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

### **HOURS**

- This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after a 30-day introductory period.

### **Application Process**

Please email a cover letter and resume to the attention of Human Resources at [recruiter@housingmatterssc.org](mailto:recruiter@housingmatterssc.org). No phone calls or faxes. Housing Matters is an Equal Opportunity Employer.