



## Service Navigation Coordinator

### Definition

Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to joining our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. An ideal candidate is comfortable working with individuals who lead chaotic lives; may or may not know how to begin the process of engaging in services and working toward ending their homelessness; is able to meet people where they are at, without judgment; and have the skills and disposition to work in an often hectic environment with warmth and patience. The Service Navigation Coordinator is also a leader in housing problem solving and connection to other resources.

### About our Programs

Housing Matters runs a variety of Housing First Programs to support individuals and families experiencing homelessness with immediate and long term housing needs. Programs include emergency shelters, transitional housing, rapid rehousing, permanent supportive housing and housing navigation case management. Each of our programs demonstrate a trauma-informed and harm reduction approach to service delivery and support all participants on their way to stable, healthy lives.

### Distinguishing Characteristics

**Service Navigation Coordinator** will be able to utilize trauma informed care to communicate with clients, remain patient, non judgemental and understanding, and be able to carry a calm disposition in a hectic environment. The ideal candidate has experience working with vulnerable populations and is passionate about assisting individuals with their transition out of homelessness and into permanent housing through a variety of problem solving methods including connection to families and friends, short-term housing subsidies, referral to housing programs, and Homeward Bound..

### Typical Job Duties

- Provide first point of contact on campus and engagement for households experiencing homelessness.
- Build supportive rapport through recurring contacts with households experiencing homelessness before they enter housing programs.
- Assess new clients through the VI-SPDAT (Vulnerability Index Service Prioritization Decision Assistance Tool) and HMIS Standardized Intake.
- Accept each household for who they are and where they are, and then provide options, information and choices that allow for stimulating change.
- Work with households as they begin to think about housing options and problem solve access to immediate housing and shelter options.
- Meet all administrative requirements including record-keeping, HMIS, staff meetings, etc.
- Maintain confidentiality and treat participants with dignity and respect at all times.
- Provide coordination and smooth transitions to housing programs.
- Coordinate with Housing Matters outreach specialists to assist with problem solving.
- Coordinate with housing programs for case conferencing and outreach events.
- Implements and tracks Problem Solving and Homeward Bound assistance for households.
- Develop strategies to increase housing rates for people experiencing homelessness using best practices in problem solving, diversion, rapid resolution, rapid rehousing, etc.

- Review program data monthly and report back to manager with statistical highlights, found anomalies, recent trends, etc...
- Perform other duties as assigned.

## Employment Standards

### Thorough knowledge of:

- Social casework objectives, principles, methods, and caseload management and organization.
- principles of human behavior and development and psychological defense mechanisms.
- reactions to stress.
- Social and economic factors that lead to homelessness for individuals and households.
- community health, welfare, social, and legal support systems, and other resources available to clients.
- interviewing and record keeping techniques, including the documentation of all actions and contacts in case files.
- Policies, and administrative procedures of Housing Matters supportive services programs.
- evidence-based practices including Housing First, Trauma Informed Care, Harm Reduction and Motivational Interviewing

### Working knowledge of:

- The policies and administrative procedures of Housing Matters supportive services programs.
- Techniques used to locate and determine client benefit eligibility.
- Some knowledge of the principles and techniques of supervision and training.

### Ability to:

- Perform the most complex and specialized assessment services with considerable independence.
- Deal with crisis situations.
- De-escalate situations with hostile, aggressive and abusive persons.
- Provide services on individual and group basis.
- Demonstrated ability to consistently place highly vulnerable households into permanent housing.
- Communicate and relate effectively with clients, who may be emotionally or mentally differently abled, medically differently abled, 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.
- Communicate program criteria and eligibility to clients and service providers.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Prioritize and respond to demands of workload 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 work.
- Work effectively under pressure and deadlines.

### Qualifications are typically met through:

- A Master's Degree in social work, social welfare, human services, or one of the social or behavioral sciences plus one year of housing social work experience; or a Bachelor's Degree and 3-5 years of experience in providing direct housing services to households experiencing homelessness.
- Spanish language literacy and fluency is a major plus.
- Excellent organization skills
- Effective and efficient time management skills/ be able to prioritize assignments

- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful empowering relationships.
- Ability to develop case plans and specialized casework services with considerable independence, perform evaluation and assessment duties.
- Demonstrated sensitivity to, and knowledge of, the needs of homeless individuals.
- Ability to communicate effectively and respectfully with people coming from diverse backgrounds, lifestyles, and racial and cultural groups.
- Knowledge and practice of motivational interviewing and trauma informed services highly valued.
- Acquaintance with ability to relate to community agencies, public social services, and assistance programs.
- Experience with mentally and physically differently abled populations.
- Demonstrate conflict resolution and conflict de-escalation skills
- Proficiency in Microsoft Office and Google Suite, including comfort using spreadsheet and database software as well as Word documents.

### **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.

### **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.