



# Poverello House

## Village of Hope II Navigator

Grant Term: April 1, 2022, to June 30, 2024

### Position Summary:

Navigators are responsible for providing comprehensive assessment, planning, implementation and overall evaluation of individual health & housing needs. They will also be responsible for coordinating with other agencies to monitor & evaluate the options and services required to meet the clients health and human services needs. Housing Stability Case Managers will also provide transportation to appointments.

### Essential duties and responsibilities:

- Work directly with the Coordinated Entry System, Encampment Outreach Team, Navigators, and all community partnering agencies.
- Conduct initial assessment and screening to all potential clients to determine eligibility
- Assist clients in identifying immediate housing arrangements, connecting them with needed resources, and identifying strengths and personal resources
- Utilize all relevant resources (outside agencies, social support, budget assistance, etc.) to avoid eviction as much as possible
- Assist clients as advocates for benefits, housing needs to include evictions, landlord negotiations and access to community resources
- Assist in development of positive working relationships with providers, community partners and other agencies
- Work with each client to develop and/or strengthen their goal plan according to individual goals and objectives
- Maintain contact with all housing clients on a scheduled basis, appropriate to their particular status and needs
- Ensure that client interactions are person-centered, goal-focused and reflect each client's goal plan. Exercise patience, understanding, and concern for each client's well-being, safety, development, and enjoyment of life
- Make referrals to supportive services in our community as appropriate and support client in navigating this process
- Effectively use HUD tools and ensure compliance with data standards and record-keeping as required
- Document all client interaction in the Homeless Management Information System (HMIS) database and maintain accurate paperwork/reports
- Attend case management meetings and other specified meetings/trainings as required
- Communicate effectively in oral and written forms with clients, their families, their significant others, coworkers, supervisors, other service agencies and the community
- Provide ongoing support to help clients maintain housing

**If interested in the position, please send a resume to [PovHR@poverellohouse.org](mailto:PovHR@poverellohouse.org)**

**No Phone Calls Please**

**Qualifications:**

- Must have the ability to be insured for driving purposes
- Flexibility (Position will require open availabilities from 6 AM to 6 PM, occasional weekends)
- GED or High School diploma is required
- AA degree in social work or human services-related field. Case management experience preferred
- Adept in MS Office (Excel, Word, and Outlook)
- Skilled at working with diverse populations and engaging clients
- Ability to communicate professionally and with integrity
- Ability to work independently or as a member of a team