

## POSITION DESCRIPTION

**POSITION:** Housing Navigator  
**DEPARTMENT:** Outreach  
**REPORTS TO:** Outreach Manager  
**SALARY LEVEL:** \$20-\$22 Hourly DOE  
**BENEFITS:** Cal Choice; Kaiser or HealthNet Medical, HealthNet Dental & Vision, Life Insurance and Vacation/Sick/PTO Accrual  
**REPORTS TO:** Outreach Manager  
**DESIGNATION:** Full-time, Non-Exempt  
**HOURS:** 8:00 am – 5:00 pm or 9:00 am – 6:00 pm  
**How to Apply:** Email Resume and Cover letter to [ambur@sucasadv.org](mailto:ambur@sucasadv.org) with “Housing Navigator Position – FIRST NAME LAST NAME” as the subject line.

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**POSITION SUMMARY:** The Housing Navigator assists and advocates for program participants to locate, secure, and retain affordable permanent housing. The Navigator plans and coordinates services, identifies appropriate housing options, and interacts with landlords and other organizations on behalf of participants. The Navigator uses a comprehensive knowledge of housing and other supportive services to facilitate linkages before, during, and after permanent housing has been established and works with participants to enhance their skills in utilizing these various resources. The Housing Navigator will work within an interdisciplinary team to provide holistic services to survivors.

### **PRIMARY ROLES AND RESPONSIBILITIES**

#### Supportive Services:

1. Perform a trauma-informed and survivor-centered assessment to understand the participant’s housing goals and the barriers they have encountered in their housing search.
2. Collaboratively devise a housing stability plan with the participant and their case manager using a strengths-based approach with measurable goals, objectives, task allocations, and timelines.
3. Maintain consistent communication with the participant’s residential or nonresidential case manager as well as any other stakeholders included in the participant’s Housing Stability Plan.
4. Assist the participant in activities towards meeting housing goals including but not limited to, identifying units that are safe and accessible, accompanying participants to view units, the filling out, submitting, and tracking progress of rental applications, reviewing leases, acting as a liaison between the participant and the landlord, and educating participants on tenants’ rights and responsibilities.
5. Ensure adherence to HIPAA requirements, privacy laws, and contract compliance specific to domestic violence survivors.

### Networking and Outreach

- Attend housing meetings and participate in work groups to establish a close and collaborative relationship with stakeholders as well as to stay current on housing-related updates and opportunities.
- Create and update outreach materials to be used while interfacing with landlords, property management companies, realtors, nonprofit organizations, and other organizations that provide housing support to advocate on behalf of domestic violence survivors.
- Produce and revise a housing resource guide that includes eligibility guidelines to access public housing assistance and subsidies, helpful housing websites, property management companies, landlords, realtors, and community members who support finding housing for participants by service area.

### Documentation:

1. Maintain up-to-date, accurate, and complete records of participant interactions and services by documenting service notes, communication logs regarding referrals, housing applications, and communication with stakeholders.
2. Adhere to the documentation and grant guidelines that outline the process of providing rental and financial assistance to survivors.

### Other Responsibilities

- Actively participate in supervision, case consultation, staff meetings, trainings, conferences, workshops, and other meetings as required.
- Support Outreach Team and Residential Programs as needed.

### **COMPETENCIES**

- Commitment to providing Survivor-Centered, Trauma-Informed, and Culturally-Responsive services.
- Awareness of Housing First, Harm Reduction, and Crisis Intervention models.
- Knowledgeable about housing resources, housing regulations, tenant rights, current housing market information, housing trends and resources, subsidy programs, rapid rehousing, the Coordinated Entry System, the Continuum of Care for homeless persons, HUD and LAHSA guidelines as they relate to client housing resource eligibility.
- Strong case management and active listening skills.
- Strong focus on attention to detail and commitment to timely documentation.
- Strong critical thinking and problem solving skills.
- Strong interpersonal, written and oral communication skills; proven ability to communicate with diverse audiences.
- Ability to manage multiple tasks and priorities, including proficiency in balancing direct service responsibilities with effective record keeping.

### **REQUIREMENTS**

- A Bachelor's degree in Human Services, Social work, or related field or an equivalent in training and experience.
- A minimum of two years working in housing navigation and support or one year working in housing navigation and one year in victim services.
- Demonstrated ability to be able to navigate and create relationships with landlords, property management companies, and other stakeholders.
- Experience working with survivors of violence and/or underserved communities.
- Certification in the 40-hour domestic violence counselor/advocate training required by the State of California, CPR First Aid kids and adults and Child Abuse certificate or must complete within 3 months of employment.
- Valid CA driver's license and auto liability insurance required.
- Have employment eligibility verification.
- Clear DOJ Live Scan.
- Be able and willing to work flexible hours which may include evenings or weekends as needed.
- Able to lift from 25lbs to 50lbs with or without accommodation.
- Has not been a client of Su Casa in the two years prior to employment.

**This job description is not intended to be all-inclusive. Su Casa ~ Ending Domestic Violence reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment.**

*All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, clients, and community partners; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.*

RECOMMENDED: Su Casa is committed to providing equal employment opportunities to all employees and applicants, without regard to race, ethnicity, religion, color, sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), gender, gender identity, gender expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability, or any category protected by applicable federal, state, or local law. Su Casa will conform to the spirit, as well as to the letter, of all applicable laws and regulations. A member of Su Casa's administration will provide a copy of this policy upon request

EQUAL EMPLOYMENT OPPORTUNITY: Su Casa ~ Ending Domestic Violence is an equal opportunity employer. It is the policy of Su Casa to prohibit discrimination and harassment of any type and to afford equal employment opportunities to employees and applicants, without regard to race, color, religion, sex, national origin, age, disability, genetic information, gender identity or expression, or veteran status. Su Casa will conform to the spirit as well as the letter of all applicable laws and regulations. A copy of this policy can be obtain from administration upon request.

AMERICANS WITH DISABILITIES ACT COMPLIANCE INFORMATION: To comply with the Americans with Disabilities Act and other applicable laws insuring equal opportunities to qualified

individuals with a disability, reasonable accommodations are made for the known physical or mental limitations of an otherwise qualified individual with a disability unless an undue hardship, direct threat to health and safety or other job related consideration exists.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb stairs; sit; use hands-to-finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Su Casa may make reasonable accommodations to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements describe the general nature and level of work for this position, and are not an exhaustive list of all duties and responsibilities. Su Casa's management team reserves the right to amend and change responsibilities to meet business and organizational needs.