



Job Title: Housing Navigator, Full-Time

Reports To: Program Manager

Job Summary:

The Housing Navigator assists and advocates on behalf of homeless veterans 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/or after permanent housing has been established, and works with participants to enhance their skills in utilizing these various resources.

Responsibilities:

- Develops and maintains accurate and current housing portfolio. Provides participants with listings of potential housing options in alignment with their needs and geographic preferences
- Helps veterans to mitigate issues with credit reports, utility arrears, criminal records, unfavorable landlord references, and other issues which may impact housing eligibility
- Assists veterans in their housing search, including applying for apartments, negotiating with potential landlords, making referrals to clearinghouses or other housing location services, and accompanying participants to apartment viewings as needed
- Assists participants with housing applications including preparing/obtaining any needed documentation and tracking application status
- Advocates on behalf of participants to expedite their access to housing
- Arranges for timely inspections and landlord corrective actions
- Determines rent reasonableness for inspected units prior to rental assistance and lease approval
- Explains and reviews the lease and sublease agreement with the incoming participant(s)/sub-tenant
- Works with staff to address any emerging issues related to housing and community adjustment
- Conducts outreach and expands access to housing by cultivating relationships with property owners and management companies and connecting with landlords via neighborhood outreach, Internet search, and networking events. Develops expertise in available affordable housing sites and housing subsidies
- Assists clients with moving (help locating affordable moving companies, locating storage units, acquiring furniture and other move-in essentials, etc.)
- Conducts regular in-person post-placement visits, mitigates risks, and helps improve the

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- likelihood of housing retention
- Attends collaborative meetings and networks with other agencies and coalitions • Actively participates in staff meetings and trainings
- Maintains and reports complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and TCAA guidelines.
- Utilizes the HMIS system for maintaining and reporting client data.
- Other duties as assigned

Qualifications:

- A minimum of two years related professional experience.
- Prior experience working with homeless veterans including, but not limited to individuals experiencing homelessness and/or with mobility limitations, with veteran status, and with older adults.
- Working knowledge of current housing practices for people experiencing homelessness
- Extensive knowledge of local affordable housing resources and subsidies (i.e. Section 8, Rapid Rehousing, PSH, Bridge Housing, VASH, etc.)
- Comprehensive knowledge of state, county, city, and community resources including housing options, locations, and availability, as well as health, mental health, government benefits, employment, and transportation resources, among others.
- Effective written and oral communication skills
- Ability to cope/resolve conflicts and crisis situations
- Proficient in use of computers, including Microsoft Office software and familiarity with database platforms to efficiently track service delivery
- Proven ability to develop relationships with a wide variety of stakeholders

Competencies:

- Communication Proficiency
- Outreach & Recruitment
- Data Management
- Results Driven
- Ability to multi-task
- Relationship Building
- Dispute Resolution
- Team Player

Education:

Associate degree (preferred) or 3+ years of working in a human service setting (to include internship experiences).

Experience:

- Prior experiences working with an underserved population helpful (e.g., experience with mental health population, drug abuse counseling, life coaching, social work, etc.)
- Preferred 3+ years of professional work experience with building landlord/tenant relationships
- Experience working in an environment with high client volume
- Sensitivity to economic and sociological barriers
- Crisis de-escalation certification (Plus)
- BSW (Plus)

Requirements:

- Valid driver's license with 0 points
- Ability to be insured through company driver's policy
- Bilingual (English/Spanish) PLUS'