



Job Description

JOB TITLE: Housing Navigator
SCOPE: Full-Time/Non-Exempt
SUPERVISION: This position reports to the Own Home Program Director

ORGANIZATION SPOTLIGHT:

DOORWAYS, a nationally-known interfaith non-profit, empowers clients to overcome poverty, HIV, and homelessness by providing numerous supportive services that improve Housing, Health and Hope. As a bi-state agency with broad impact, we assist nearly 3,500 clients annually. On the heels of opening our innovative 3-acre \$40M Jefferson Ave. Campus, we are poised to expand our programming to improve service provision, while taking the organization to new heights.

WHAT WE ARE LOOKING FOR:

The Housing Navigator strives to find safe, decent and affordable housing for gender-affirming clients living with HIV. The Housing Navigator role works with clients who are unhoused or unstably housed to identify housing options for stable long term housing. Community outreach and engagement is a major job responsibility. The Housing Navigator must be have an outgoing personality, be organized and be able to work independently.

This position is required to actively seek out, obtain and maintain relationships with landlords, private and non-profit. The Housing Navigator is an integral member of DOORWAYS Homeless Service team and works collaboratively with all aspects of the community including, representatives from partner agencies, Housing Authorities, County agencies, local Continuum of Care (CoC), and representatives of other non-profit agencies and the faith community.

MAJOR DUTIES AND RESPONSIBILITIES:

- Proactively seek out new housing opportunities and resources to assist families with housing.
- Maintain on-going relationships with landlords and other housing providers, including acting as a liaison between landlord and client as needed.
- Complete assessment with clients to determine housing needs, barriers and plans for permanent housing
- Meet clients at potential units to discuss feasibility of rental
- Advocate on behalf of clients with area landlords and housing providers for their acceptance into affordable housing
- Create and maintain a Landlord Directory of affordable housing in the St. Louis region to include some counties in Illinois. Provide consistent updates on housing availability.



- Maintain list of subsidized housing options in St. Louis region to include some counties in Illinois in the Landlord Directory.
- Engage with other housing providers to ensure eligible clients are referred to those agencies
- Attend community housing meetings and landlord engagement groups
- Develop and maintain relationships with Section 8 and other Public Housing providers
- Work in collaboration with other agency departments to facilitate meeting client goals.
- In coordination with the case manager, provide access to resources to assist families and singles as needed during their move into permanent housing (such assistance may include accessing rental assistance money, donated furnishings and coordinating with volunteer movers).
- Caseworthy, SCOUT and HMIS database usage will be required.
- Conduct Housing Quality Standard Inspections per grant guidelines and advise and advocate for clients with regard to quality standards.
- Educate landlords on how the rental subsidy programs work including Section 8 and public housing.
- Educate clients regarding tenant rights and responsibilities, housing discrimination, finding and securing rental housing, and how to communicate with landlords regarding fair housing.

PROGRAM RESPONSIBILITIES:

- Strong interpersonal and communication skills
- Ability to function independently and as a team leader
- Flexible and adaptable to changing to business needs
- Personal integrity and confidentiality
- Highly organized, detail-oriented, strong time management skills and able to work in a fast paced environment. Exceptional problem solving skills
- Knowledge in entering and retrieving data computer systems, system applications and other office equipment, this includes Microsoft Office software, especially Word, Excel and Outlook.
- Must have a positive attitude and work well under pressure and short-term deadline situations.
- Excellent writing and language skills.



EDUCATION & EXPERIENCE:

- A Bachelor's degree is preferred.
- Reliable transportation is a must.
- Experience working in customer service. Social services is a plus. Housing field is preferred.
- A broad understanding of HIV, mental disorders, substance abuse and homelessness.

PHYSICAL REQUIREMENTS:

The Housing Navigator will do a large part of his/her work outside of the office. The position has a high degree of physical activity. Meetings that take place with potential landlords or at a client's potential place of residence may require the ability to walk up and down multiple flights of stairs.

WORKING CONDITIONS:

Works in a climate-controlled and well-lighted environment with a smoke-free policy. Position requires employee to go off-site to meetings and visit housing units. All DOORWAYS staff are encouraged to remain safe at all times and follow all local, state, and federal laws.



ACKNOWLEDGMENT

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of **Housing Navigator** and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that as a result of my employment, I may be exposed to the AIDS and Hepatitis B Viruses.

Initial: _____ Date: _____

This job description in no way states or implies that these are the only duties the Housing Navigator will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

I further understand that my employment is at-will and thereby understand that my employment can be terminated at-will by the facility or I and such termination can be made without notice.

Date

Signature – Housing Navigator

Date

Signature – Own Home Program Director

DOORWAYS provides equal employment and social service opportunity to all regardless of race, color, sex, national origin, ability, gender, gender identity, gender expression or sexual orientation.

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