



Shelter Resource Navigator Job Description

Purpose:

The Resource Navigator assists and advocates on behalf of clients who are experiencing homelessness to overcome barriers to entering and retaining permanent housing. The Navigator plans and coordinates services, identifies appropriate resources and options, and interacts with other organizations to further opportunities for clients. The Navigator uses a comprehensive knowledge of locally available resources to facilitate active linkages before, during, and/or after permanent housing has been established, and works with clients to enhance their skills in utilizing these various resources, which are critical to the maintenance of permanent housing.

Essential Functions:

Duties include, but are not limited to the following:

- Completes individualized assessments of housing and support needs, including income and eligibility assessment
- Develops housing plans that will lead to permanent housing and eventual independent sustainability
- Works as part of a team to address any emerging issues related to housing and community adjustment
- Assists clients with housing and other subsidy applications including preparing/obtaining any needed documentation, tracking application status, and advocates on behalf of clients to expedite their access to needed resources
- Assists clients to mitigate issues with credit reports, utility arrears, criminal records, unfavorable landlord references, and other issues which may impact housing eligibility
- Assists clients with expanded housing searches, not limited to making referrals to clearinghouses or other housing location services
- Conducts outreach and expands access to housing by cultivating relationships with property owners and management companies; develops and maintains housing availability resource list, calls media ads, and develops expertise in available affordable housing and housing subsidies
- Assists clients with moving (help locating affordable moving companies, locating storage units, acquiring furniture and other move-in essentials, etc.)
- Addresses health-related issues and resource needs to improve client health status
- Coordinates access to healthcare providers, public benefits, and other services to promote health and well-being
- Utilizes the SOAR process for SSI/SSDI applications
- Performs follow-up to measure and confirm successful access to needed resources
- 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:****Knowledge and Experience:**

- A minimum of two years of related professional experience
- Prior experience working with low-income individuals and families including, but not limited to homeless individuals, disabled individuals, Veterans, and senior citizens
- Working knowledge of current housing practices for homeless populations, and of available housing resources and subsidies (i.e. Section 8, Shelter + Care, VASH)
- Comprehensive knowledge of state, county, city, and community resources including not only housing options, locations, and availability, but also services including health, mental health, government benefits, employment, and transportation, etc.
- Familiarity with the SOAR benefits eligibility process
- 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

Education: Requires a Bachelor's degree in a related field

License and Certification:

- Ability to obtain a Level One Fingerprint Clearance Card
- Valid drivers' license and clean driving record. Personal vehicle for business use.

Status: Full-time/Non-Exempt, 40 hours/week

Benefits:

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, as well as medical, dental and vision insurance, Employee Assistance Program, life insurance, disability benefits, health savings account, and retirement. Additionally, TCAA pays 100% of the employee premium for the medical insurance plan.

How to Apply:

Submit letter of qualification and current resume to joer@tempeaction.org

TCAA is an Equal Opportunity Employer