

Hudson River Housing, Inc.
Position Description

Position: Housing Navigator

FLSA Category (Check one): Exempt Non- Exempt

Primary Site Assigned to: Housing Resource Center

Immediate Supervisor: Assistant Housing Navigator Manager/ Housing Navigator Manager

General Description:

The Housing Navigator is responsible for providing services to families and individuals who are in need of emergency relief funds.(Covid) These services will provide general information about various housing programs, ongoing ERF, developing action plans, providing an appropriate level of guidance and support, facilitating referrals, and serving as an advocate on behalf of participant to assist them in securing services, entitlements and support to reach their goals, particularly goals related to housing. A critical responsibility will be to facilitate emergency relief funds to avoid evictions and homelessness. Also to help with landlord and tenant relations.

Principal Duties:

1. Providing general information about emergency relief funds and the screening of applicants to verifying eligibility for such funds.
2. Conducting intake interviews to collect information and assess their needs in regards to emergency relief funds.
3. Providing an appropriate level of guidance and support to assist participants in meeting basic needs, addressing their action plan goals, overcoming challenges
4. Assist applicants with their application and obtaining the necessary paperwork needed to comply with the program.
5. Facilitating referrals and serves as advocate on behalf of participant to assist them in securing services, entitlements and support to reach their goals. Collaborating with outside providers to coordinate client services.
6. Actively work with landlords and legal services to work on helping the applicant remain in their home.
7. Assisting applicants in reviewing leases and obtaining necessary documentation

8. Participating in weekly team meetings, case reviews, staff meetings, training sessions, supervisory meetings, committee meetings, agency events, and other activities as directed.
9. Maintaining and monitoring confidential participant applications, records, HMIS data and reports as assigned.
10. Maintaining up to date knowledge of regulations and requirements related to housing programs and client eligibility.
11. Participating in planning efforts to evaluate program's effectiveness, identify needs and trends, and develops strategies to overcome challenges and enhance program quality.
12. Obtaining ongoing training as required and as necessary to effectively perform duties and provide professional growth.
13. The Housing Navigator will also work with applicants on budgeting and provide a financial fitness class for all applicants.

Qualifications:

Education/Knowledge: BA/BS in human service field or equivalent combination of education, training and experience. Bilingual Preferred. Housing/ Tenant/Landlord experience preferred.

Experience: Two years related work experience.

License Requirements: Valid NYS driver's license.

Other: Strong computer literacy (Google, Excel and Word) and strong communication skills. Must have sensitivity toward the program's target population and ability to comfortably and effectively relate to individuals of diverse backgrounds, and be respectful of cultural differences. Must be responsible, organized, non-judgmental, able to work independently and as part of a team. Housing Navigator must have a strong commitment to personal and professional ethics and standards and be able to set and maintain appropriate boundaries.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or

local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment.

Employee Signature: _____ Date: _____