



JOB DESCRIPTION

Position Title:	Housing Navigation Case Manager
Department:	Helen Wright Center for Women
FLSA Status:	Full-time/Exempt
Salary Range:	\$45,000 - \$50,000 per year
Work Schedule:	40 hours per week
Reports to:	Program Manager

POSITION SUMMARY: The Helen Wright Center for Women provides emergency shelter to homeless women. The primary intent of the emergency shelter is to provide both safe shelter and the opportunity to receive supportive services that will help clients increase and maintain housing stability and self-sufficiency. The Housing Navigator is responsible for facilitating connections to permanent/stable housing for women in the agency's programs. Oversees housing-focused management and relationship building with landlords willing to work with women. Assists Case Managers in linking women to appropriate housing plans and supporting the stabilization team in sustaining placements. Facilitates rapid and resourced exits from homelessness into permanent housing. Through case management activities, partners with HW women to advocate and guide them toward collaborative goals in the areas of basic needs, employment, and rental assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Facilitates re-housing activities using a housing first approach
- Works with identified target/eligible clients in dialogue about housing opportunities.
- Assists Case Managers with facilitating the housing planning process and putting eligible clients on a path to obtaining and maintaining housing.
- Prepares supporting documentation for clients entering either the supportive or rapid re-housing programs.
- Assists with fielding calls and setting appointments for coordinated entry process.
- Remains primary point of contact between the client and housing locator and/or landlord until after the signing of the lease or sublease.
- Researches and develops potential new rental relationships.
- Facilitates monthly rent meeting and submits check requests for all housing clients being supported financially.
- Checks with landlords by the fifth of each month, ensuring that rent is paid and there are no concerns.
- Remains the agency's primary point of contact for landlord relationships; sustain and strengthen these connections.

- Coordinates options for moving/maintenance issues.
- Addresses lease-related issues on all supportive housing units.
- Provide intensive case management services Including, but not limited to, connecting women to appropriate services through referrals, accessing resources and benefits that will support independent living, and locating appropriate housing.
- Maintain and update all client data in the Homeless Management Information System (HMIS) and on other required reports in a timely and accurate manner.
- Keep accurate client records which are updated in a timely manner and comply with internal policies and procedures, as well as all regulatory guidelines.
- Conducts home visits in accordance with the program's policies and procedures.
- Assist with office-related tasks as needed
- Attend all job-related meetings, including program staff meetings and agency-wide meetings
- Participate in opportunities for learning and skill maintenance/development, including internal and external training and workshops
- Any other duties / responsibilities / tasks assigned by the Director

EDUCATION, SKILLS AND/OR EXPERIENCE REQUIREMENTS:

- Bachelor's degree in Human Services field/Master's degree preferred
- Prior Case Management experience – minimum five (5) years is required
- Strong written and oral communication skills
- Exceptional communication (verbal, listening) skills in addition to critical thinking and problem solving skills
- Strong facilitation and mediation skills
- Ability to develop and maintain relationships with community partners and outside agencies
- Ability to manage multiple projects concurrently and be flexible with priorities
- Demonstrated ability to develop and maintain priorities and meet established deadlines
- Exceptional organizational skills
- High level of flexibility and ability to prioritize appropriately
- Ability to work with people of diverse socio-economic and cultural backgrounds
- Understanding of and sensitivity to the needs of the homeless
- Understanding of and strong adherence to social work ethics
- Ability to work in a team environment
- Mid-level computer proficiency (Microsoft Word, Outlook)
- Valid North Carolina Driver's License and satisfactory driving record. Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available. Proof of current/valid car insurance;

Majority of work efforts will be carried out in a shelter environment; will be expected to operate office equipment (computer, copier, phone, etc.), may need to occasionally carry up to 10 lbs., sit, stand, walk, bend / stoop as needed to complete duties and responsibilities.

EOE