



Housing Navigation Center Coordinator

Title: Housing Navigation Center Coordinator

Direct Supervisor: Program Manager, Homeless Prevention and Supportive Housing

Salary Range: \$22.50-\$23.50 per hour

Position Type: Full-Time, Non-Exempt

Job Location: Brighton, Almost Home, Inc. Housing Navigation Center

Work Schedule: Monday, Tuesday, and Thursday 8:30 AM-4:30 PM, Wednesdays 8:30 AM-6:30 PM, Fridays 8:30 AM-2:30 PM. Flexible schedule.

Summary of Responsibilities:

The Housing Navigation Center (HNC) is a physical location at Almost Home, Inc. that provides low-barrier access to on-site case management, supportive services, connection to services and a pathway to permanent housing through coordinated entry assessment. Clients accessing the Housing Navigation Center receive personalized support to help address housing barriers such as a lack of personal identity documents, employment connections, housing counseling and education regarding their rights and responsibilities as a tenant and coordinated care to address basic needs and Social Determinants of Health. Almost Home also operates mobile housing navigation centers at partner locations throughout Adams County, with the primary satellite location established at the Adams County Human Services Building in Westminster.

The Housing Navigation Center Coordinator is responsible for the following: providing resource navigation services to drop-in clients; managing, expanding, and improving current HNC programming; coordinating available community resources; and developing, implementing, and maintaining new programs.

Specific Responsibilities:

- Facilitate resource navigation on-site and at designated drop-in locations in the community.
- Work with clients at the HNC to find and provide resources they may need including, but not limited to the following:
 - Acquiring identification (ID/DL/BC)
 - Assist clients with enrolling into public benefits programs.
 - Completing assessments and intakes with clients
 - Implement housing navigation services including diversion, connecting with community resources, and increasing access to immediate and permanent housing options
- Connect households to the Coordinated Entry System for access to Rapid Re-Housing and Permanent Supportive Housing programs.
- Refer households to Almost Home programs such as the Respite Housing and Severe Weather Activation Program (SWAP) for hotel/motel vouchers and the Homeless Prevention program for emergency financial assistance as available and as needed.
- Facilitate community engagement and outreach, including but not limited to the following:
 - Giving tours of the space and presentations to interested participants
 - Planning workshops to support access to and maintenance of safe, healthy, and

- affordable housing
 - Developing relationships with outside organizations to fill resource gaps in the HNC
- Coordinate and support multiple agencies that have staff working in the HNC.
- Help to coordinate and oversee volunteers, interns, and VISTAs in the HNC.
- Implement and update policies at the HNC to maintain consistent services, improve resource navigation, help clients get their mail, and streamline access to documentation.
- Manage and improve data systems and data reporting.
- Order supplies as needed in the space and maintain an inventory.
- Maintain internal resource database through the HNC App.
- Embrace and promote the tenets of Almost Home, Inc. approach in the HNC:
 - Housing First
 - Trauma Informed Care
 - Person-centered Approach
 - Motivational Interviewing
 - Care Coordination
 - ADA Accessibility and Accommodations
 - Equity and social justice including racial equity

Knowledge and Skills

1. Ability to work effectively with people of varying racial, ethnic, cultural, educational and socio-economic backgrounds;
2. Ability to network and build relationships with clients and community partners.
3. Effective interpersonal communication skills including client-facing customer service skills and group presentations and training.
4. Ability to work independently and as a team player.
5. Must demonstrate leadership and sound decision-making skills.
6. Ability to utilize conflict mediation and de-escalation skills.
7. Passion for ending homelessness.
8. Ability to maintain a non-judgmental attitude and a display of unconditional positive regard when working with an organization that serves persons experiencing homelessness.
9. Ability to work in the fast-paced environment of a growing nonprofit organization. A multi-tasker with the ability to wear many hats and the flexibility to easily shift priorities
10. Experience with the Homeless Management Information System (HMIS) preferred.

Requirements

1. Bachelor's Degree in Social Work, Human Services, or comparable combination of education/work related experience required;
2. Experience in a social service setting with working knowledge of case management systems and planning techniques.
3. Experience working with people and families experiencing housing instability and/or homelessness required; individuals with lived experience are encouraged to apply;



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4. Must be proficient in the following computer applications--Microsoft Word, Excel and Outlook.
 5. Must have own transportation to conduct job related travel.
 6. Bilingual Spanish-speaking required.

BENEFITS

- 14 Paid Holidays
- Flexible Vacation Policy
- Paid personal and sick time
- Simple IRA Retirement Plan with 3% employer match
- Health, Dental, and Vision Insurance
- Employer Paid Life Insurance (Including Accidental Death & Dismemberment)
- Employer Paid Short Term Disability

Equal Employment Opportunity Statement

Almost Home, Inc. is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

Almost Home, Inc. values diversity. All employment is decided on the basis of qualifications, merit and mission need.