**Bilingual Housing Navigator**

**Title:** Bilingual Housing Navigator  
**Direct Supervisor:** Housing Services Director  
**Program:** Emergency Shelter and Outreach Programs

**Salary Range:** $20.50-$22.00 per hour  
**Position Type:** Full-Time, Non-Exempt  
**Job Location:** assigned locations in Broomfield County  
**Work Schedule:** Monday, Tuesday, Thursday 8:30 AM-4:30 PM, Wednesdays 8:30 AM-6:30 PM and Fridays 8:30 AM-2:30 PM. Flexible schedule.

**About the Organization:**
At Almost Home, we prevent and confront homelessness in Adams, Broomfield, and Weld County through our three Emergency Assistance Programs. Each of our three programs are designed to make homelessness rare, brief or one time. Our targeted services help members of our community develop the skills and obtain the resources to reach long-term self-sufficiency.

Our Emergency Shelter and Outreach programs are designed to be a soft place to land when someone experiences literal homelessness. In our Emergency Shelter, we strive to help each family gain the resources they need to obtain and then maintain market rate housing once they move out of the shelter. Our Outreach Programs are designed to provide supportive services, re-housing assistance and a warm, safe space to sleep during periods of inclement weather. Without these services, individuals and families would be living in places not meant for human habitation and we are doing our part as an agency to save lives.

Our programs save lives and ensure that our community has a resource to turn to when someone is experiencing one of the most stressful situations in their lives. As an agency, we are committed to our mission to promote self-sufficiency and provide assistance to those experiencing housing instability. Almost Home is committed to bring about real change and ensure that we can help everyone experience the dignity of having a safe and stable home regardless of socioeconomic status, race, or ethnicity.

**Summary of Responsibilities:**
Almost Home, Inc. is seeking a Bilingual Housing Navigator to work in a collaborative effort with Broomfield County and partner agencies to implement Street Outreach and Severe Weather Activation Program (SWAP) for individuals and families experiencing homelessness. This position will act as the primary contact for all efforts related to Street Outreach and SWAP in Broomfield County.

The primary goal of SWAP is to provide temporary emergency shelter to unsheltered persons during periods of inclement weather and to provide re-housing case management to
households experiencing literal homelessness. The Bilingual Housing Navigator will work in designated locations throughout Broomfield County to conduct intake assessments on individuals and families experiencing homelessness and directly link to motel/hotel vouchers in Broomfield County. The Bilingual Housing Navigator will primarily conduct these services out of Broomfield FISH’s Food Bank and Family Resource Center at 6 Garden Center in Broomfield, CO.

The primary goal of the Street Outreach program is to identify unsheltered homeless neighbors through direct street outreach activities and through community referrals from mental health, hospitals, local law enforcement and municipalities and other social service agencies. In identifying highly vulnerable homeless neighbors, the Bilingual Housing Navigator will administer assessment tools, facilitate placement into emergency housing, if needed and available, and connect to basic needs, community resources and permanent housing. While each client is engaged in the program, the navigator is responsible for providing ongoing case management, re-housing support, information and referrals and help each client begin to develop a path towards housing stability and self-sufficiency. The navigator will also assist in obtaining housing readiness documentation and accompany them through housing application process.

This position is responsible for engaging and maintaining positive working relationships with partners on an ongoing basis and mediate issues as they arise. This could involve some after hours, on call coverage with motel/hotel partners.

This position will be responsible for data management regarding each intake assessment and ensure that documentation back up is available for all services provided. This position is responsible for all data management and data entry throughout the duration of the program. This position is responsible for engaging in program evaluation following the completion of the program and engage in planning efforts for future severe weather seasons.

The Bilingual Housing Navigator is part of a collaborative effort to ensure that individuals and families experiencing homelessness have a safe, secure, short-term place to stay during inclement weather and during re-housing efforts.

Specific Duties include:

- Conduct VI-SPDAT assessment on all individuals and families to connect with other homelessness resources in the region;
- Responsible for outreach and engagement efforts to literal homeless households in safe spot parking locations, camps and other places not meant for human habitation in Broomfield County;
- Coordinate Outreach efforts with internal outreach staff and regional outreach and homeless liaison positions;
- Responsible for linking clients with internal and external resources in the community;
• Provide ongoing case management, re-housing support and housing stabilization planning for each household in the program;
• Engage in collaborative planning efforts to develop and implement plans to reach Functional Zero in Broomfield County;
• Network and collaborate with area housing resources, motel/hotel partners and maintains a presence at all meetings;
• Coordinate programmatic logistics, operations, and reporting requirements for the Street Outreach and SWAP programs;
• Maintain client related data tracking systems, including case notes and complete HMIS entries as required;
• Prepare case-related reports and program documents including outcomes, successes and challenges;
• Compose written materials and maintain spreadsheets in support of on-going program operations and logistics;
• Participate in program evaluation efforts;
• Other duties as assigned.

Requirements

1. Bachelor’s Degree in Human Services or comparable combination of education/work related experience required;
2. Experience in a social services setting with working knowledge of case management systems and planning techniques;
3. Experience working with homeless individuals and families required; individuals with lived experience are encouraged to apply;
4. Experience providing re-housing assistance to individuals and families experiencing homelessness required;
5. Must be proficient in the following computer applications--Microsoft Word, Excel and Outlook;
6. Must possess a valid Colorado driver’s license and have a clean driving record;
7. Must have own transportation to conduct job related travel;
8. Bilingual (Spanish/English) required.

Knowledge and Skills

1. Passion for ending homelessness.
2. The ability to maintain a non-judgmental attitude and a display of unconditional positive regard when working with persons experiencing homelessness.
3. Knowledge familiarity with Harm Reduction and Housing First models of service delivery.
4. Works effectively with people of varying racial, ethnic, cultural, educational and socio-economic backgrounds;
5. Ability to network and build relationships; locate and develop housing resource contacts.
6. Ability to act as a liaison between the participant and temporary shelter provider to resolve any move in issues.
7. Has basic understanding of severe mental health, physical health, and substance abuse issues and symptoms;
8. Strong organizational, logistical and time management abilities;
9. Experience with the Homeless Management Information System (HMIS) preferred.

**BENEFITS**

- 14 Paid Holidays
- Flexible Vacation Policy
- Paid personal and sick time
- Individual Retirement Account (IRA) 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.