



Housing Navigator

Title: Housing Navigator

Direct Supervisor: Housing Services Program Manager

Program: Emergency Shelter and Outreach Programs

Salary Range: \$20.50-\$22.00 per hour

Position Type: Full-Time, Non-Exempt

Job Location: Brighton Office, assigned locations in Adams and Weld 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: Homeless Prevention, Supportive Housing, and Emergency Shelter and Outreach. 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.

AH's Homeless Prevention Program provides emergency assistance and short-term case management to households at risk of eviction or foreclosure as well as to households at risk of utility shut-offs. Next, our Supportive Housing Programs provide Emergency Assistance and ongoing supportive, home-based case management services to help ensure housing stability and long-term self-sufficiency. Our Emergency Shelter & Outreach Programs support individuals and families facing homelessness through 4 sub-programs: Family Emergency Shelter, SWAP, Street Outreach, and Respite Housing. Finally, our Housing Navigation Center and community-based services provide low-barrier access to on-site resource navigation, supportive services, connection to services, and a pathway to permanent housing.

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:

The primary goal is to identify unsheltered homeless neighbors through direct street outreach activities, regular drop-in hours, and through community referrals from mental health providers, hospitals, local law enforcement and municipalities and other social service agencies. In identifying highly vulnerable homeless neighbors, the Housing Navigator will administer assessment tools, facilitate placement into emergency housing, and connect to social services and permanent housing. The Navigator will also assist neighbors in obtaining housing readiness documentation and accompany them through the housing application process.

In addition, the Housing Navigator works in a collaborative effort with Adams County and partner agencies to implement a Severe Weather Activation Program (SWAP) to ensure that individuals and families experiencing homelessness have a safe, secure, short-term place to stay during inclement



weather. The goal of this program is to provide temporary emergency shelter and to connect households experiencing homelessness to re-housing case management. The Housing Navigator will work in designated locations throughout Adams County to conduct intake assessments on individuals and families experiencing homelessness and directly link to motel/hotel vouchers in Adams County during the winter season. The Housing Navigator will provide program support to SWAP and its participants as needed.

This position provides direct service and assistance through outreach efforts in the community and through co-location of services in other community-based settings throughout Adams and Weld Counties. While each client is engaged in the program, the Housing 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.

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 ongoing program stability.

Specific Duties include:

- Responsible for engaging in outreach efforts to literal homeless households on the streets, in camps and other places not meant for human habitation in Adams and/or Weld County;
- Assess, arrange, coordinate, and monitor the delivery of individualized services to individuals and families experiencing homeless while developing a trusting relationship;
- Conduct VI-SPDAT assessment on individuals and families to connect with other housing resources in the region;
- Provide ongoing case management, re-housing support and housing stabilization planning for each household in the program;
- Provide crisis intervention and employ de-escalation techniques as necessary;
- Listen to client needs, evaluate, and provide information and options;
- Have working knowledge and keep apprised of new developments of area programs for individuals and families;
- Contact and make referrals to other supportive agencies and programs;
- Coordinate Outreach efforts with internal outreach staff and regional outreach and homeless liaison positions;
- Provide advocacy for individuals and families experiencing homelessness when they encounter barriers;
- Engage in collective impact efforts in Weld County and collaborative planning efforts to develop and implement plans to reach Functional Zero in Adams County;
- Network and collaborate with area housing resources, service providers, motel/hotel partners and maintains a presence at all meetings;



- 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;
- Provide after hours on-call coverage through a rotating assignment;
- Provide resource navigation during regular shifts at the Housing Navigation Center;
- Other duties as assigned.

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. Ability to network and build relationships; locate and develop housing resource contacts.
5. Ability to act as a liaison between the participant and housing/service providers.

Requirements

1. Bachelor's Degree in a Human Services field or comparable combination of education/work related experience required, individuals with lived experience are encouraged to apply.
2. Experience in a social service setting with working knowledge of case management systems and planning techniques.
3. Experience working with, but not limited to, individuals or families with or experiencing: homelessness, addiction, mental health issues, other disabilities, and poverty.
4. Works effectively with people of varying racial, ethnic, cultural, educational and socio-economic backgrounds.
5. Working knowledge of severe mental health, physical health, and substance abuse issues, symptoms and resources.
6. Strong organizational, logistical and time management abilities.
7. Must be proficient in the following computer applications--Microsoft Word, Teams, Excel, and Outlook.
8. Must have own transportation to conduct job related travel.
9. Bilingual preferred but not required.
10. Highly desired: training and work experience in Trauma Informed Care, harm reduction, Motivational Interviewing, HMIS (Homeless Management Information System).

BENEFITS

- 14 Paid Holidays
- Flexible Vacation Policy
- Paid personal/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.

How to Apply

Please email a cover letter and resume to Elizabeth Sustaita, Housing Services Program Manager, esustaita@almosthomeonline.org. Late and incomplete applications will not be accepted.

Due to a high volume of applicants, we will only be able to contact applicants that are being considered for interviews.