



TITLE: Housing Navigator

Pay Type: Hourly

FLSA: Non-Exempt/Contract; This position is temporary and will end **March 31, 2022**

COMPENSATION: \$24.04 per hour or \$50,000 annual

REPORTS TO: VP of Programs

ORGANIZATION SUMMARY

The Metro Dallas Homeless Alliance assists a continuum of programs working to end homelessness in Dallas and Collin Counties by providing community-wide technical assistance and implementation of strategic systemic changes to build an effective homeless response system.

POSITION SUMMARY:

MDHA is looking for a passionate Housing Navigator to join us in ending homelessness in Dallas and Collin Counties. This position is responsible for engaging persons experiencing homelessness and connecting them with permanent housing and other critical services.

The responsibilities will include conducting assessments to match clients to appropriate housing interventions, accompanying clients from housing referral through the lease-up process, and collaborating with system partners to facilitate and secure housing. The position will work independently and primarily in the field in a variety of settings determined by the consumer's location, situation, and ability to travel. Candidates should be comfortable working in diverse settings to include emergency shelters, encampments, etc.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Under the supervision of the VP of Programs, the Housing Navigator will:

- Pulls households from the top of the HMIS by name list and begins the next step process to housing.
- Assists individuals that are homeless in gathering and obtaining all documents necessary to complete a housing program enrollment and/or application.
- Assists in locating or identifying alternatives to emergency shelter stays when appropriate.
- Provides psychoeducation to households, as needed to be successful in obtaining housing.
- Accompanies individuals to all housing appointments and serves as their primary advocate.
- Completes in-depth assessments, as needed, to ensure proper supportive services are provided.

- Communicate and coordinate with the Coordinated Access System and other providers to locate households and share information.
- Works closely with the Housing Locator to identify positive solutions to ending a household's homelessness.
- Ensures all data is entered accurately into HMIS.
- Attends all Housing Navigator and HMIS trainings to utilize the Coordinated Access System accurately.
- Provides regular feed-back to management level staff of collaborating agencies regarding the Coordinated Access System.
- Provides feed-back to Coordinated Access System regarding Policies and Procedures of the Coordinated Access System.
- Participates in case conferences as needed.
- Participates in Coordinated Access Team meetings as needed.

KNOWLEDGE AND SKILLS:

- Passion for ending homelessness.
- Excellent standards of customer service and professional communication.
- Excellent proficiency in Microsoft Office, especially Excel.
- Excellent computer skills and ability to be a super user of the HMIS system. You will receive training to become a super user.
- Knowledge of housing assistance programs.
- Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease up process.
- Ability to build rapport and relationships with clients while maintaining a non-judgmental attitude and displaying unconditional positive regard when working with unsheltered homeless populations.
- Ability to have a "whatever it takes" attitude when working with challenging individuals.
- Ability to work as a member of a team and work with community stakeholders as appropriate to achieve meaningful outreach and engagement of clients.
- Strong people skills and ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- Familiar with Housing First and Trauma Informed Care models of service delivery.

REQUIREMENTS:

- Bachelor's degree or three years or more with experience in intake and documentation, human services, or information and technology environments.
- Must have reliable transportation, valid state issued driver's license and car insurance. Please note that travel is required on a limited basis.
- Excellent proficiency in Microsoft Office, especially Excel.
- Must be flexible to work at different sites as scheduled.
- Limited requirements, must be able to maintain files and lift objects that weigh up to 25 lbs.

WORK SCHEDULE:

MDHA considers normal hours of operation Monday – Friday from 8:00am-5:00pm. Some nights and weekend meetings might be required to meet the need of partner agencies, property owner schedules or to represent MDHA at community meetings.

COMPENSATION:

- The salary for this position is \$24.04 per hour.
- MDHA will provide a laptop. We will additionally provide the applicant a phone and/or hot spot if needed.

TO APPLY

Please send your resume and cover letter to Shavon Moore at Shavon.moore@mdhadallas.org.