



## **JOB DESCRIPTION**

**Title:** Families Housing Navigator

**Reports to:** VP of Case Management & Housing

**Department:** Case Management and Housing

**FLSA Status:** Non-Exempt; Full Time

**\*This position does not have remote capabilities**

### **GENERAL SUMMARY:**

The objective of the Housing Navigator is to identify a pool of safe and sanitary available housing opportunities for all eligible clients and assuring timely placement in stable and affordable housing. The Housing Navigator provides services including community outreach, prospective landlord identification & recruitment, housing searches, lease and/or contract negotiations, unit inspections for compliance with federal housing quality standards, coordination with local housing entities, acting as a liaison with tenants and landlords, and mediating complaints/concerns to proactively prevent return to homelessness.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Responsible for researching, identifying and engaging with landlords to provide affordable housing opportunities for agency wide clients
- Basic Knowledge of landlord-tenant laws, rental contracts and fair housing
- Maintain effective relationships with organization, case manager, landlords and clients
- Create and maintain a spreadsheet of all available housing units
- Coordinate and perform Housing Quality Standards inspections
- Records and maintains upkeep of all required legal and administrative data as required by HEP, program funders including the use of HMIS
- Networks and collaborates with other agencies and represents the organization at community functions which may include public speaking and presentations as directed by the Director of Housing
- Demonstrates a commitment to serve all people while upholding HEP's "ICARE" core values: Integrity, Cooperation, Accountability, Respect and Empathy
- Provides effective working relations with all external and internal stakeholders
- Comply with all applicable training requirements
- Performs related duties and responsibilities as required (the above is not an exhaustive list)

### **EDUCATION, KNOWLEDGE AND SKILLS:**

- Bachelor's Degree and/or relevant job experience preferred
- Prior property management experience preferred
- Sensitivity to the cultural diversity of clients to successfully work with diverse racial, ethnic, and economic groups
- Bi-lingual individual is a plus
- Proficiency in Microsoft Office Suite (Outlook, Word, Power Point and Heavy Emphasis on Excel)

- Excellent organization and superior customer service skills a MUST
- Ability to work independently as well as in a team setting
- Flexibility and easily adapt to change in a stressful working environment
- Knowledge of community resources, eligibility for services and housing regulations and standards
- Strong written and verbal communication skills to interface effectively and efficiently with all parties and to ensure quality services and program operations

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching, stooping, etc.
- Ability to lift up to 30 pounds with ease; Anything over 30 pounds requires a team lift
- Walking and standing on uneven surfaces while on campus
- Must have a valid Florida driver's license, be able to successfully pass a background checks Level 1 and 2, motor vehicle registration check as well as drug, alcohol and DOT physical screening for employment

*The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*

---

Employee Signature

---

Date