

Domestic Violence Action Center

Job Description: Housing Navigator Job #31 Full Time, Non-Exempt

Goal

The Housing Navigator assists and advocates on behalf of survivors of domestic violence to locate, secure, and retain safe and affordable housing. The Housing Navigator plans and coordinates services, identifies appropriate housing options, and interacts with landlords and other community organizations on behalf of survivor participants. The Housing Navigator will use comprehensive knowledge of housing, domestic violence, and other supportive services to facilitate linkages before, during, and/or after safe and affordable housing has been established. The Housing Navigator will work with survivor participants to enhance their skills in utilizing various skills and resources on their journey to safety and self-sufficiency.

Minimum Qualifications

Bachelor's Degree in social work, psychology, or a related field; or at least two years of experience working directly with survivors of domestic violence and/or at least two years of experience working with individuals and families experiencing homelessness. Basic understanding of the dynamics of domestic violence. Basic understanding of current housing practices for people experiencing homelessness. Ability to connect with people from diverse socio-economic and ethnic backgrounds. Ability to work interdependently in a fast-paced, non-profit work environment. The position is full time at 40 hours per week. Hours will require flexibility, Monday – Friday based on client and program needs.

Desired Qualifications

Previous experience in crisis intervention and long-term client advocacy and/or previous experience working with state, county, city, and community resources and subsidies (i.e. section 8, Rapid Rehousing, PSH, etc.) Knowledge of the criminal and civil justice systems. Familiarity with social service agencies on the island of Oahu and with multi-cultural styles of communications.

Responsibilities

1. Housing Navigator will thoroughly assess the needs of clients assigned to them. The Housing Navigator will assist clients in their housing search, including applying for housing or subsidies, and making referrals. Maximum caseload will be thirty-six (36)

clients at a time. Housing Navigator will maintain an updated client file for each survivor, including a case plan and pertinent assessments.

2. Housing Navigator will identify and place clients into appropriate housing options.
3. Housing Navigator will assist clients to mitigate issues that may impact their housing eligibility.
4. Housing Navigator will conduct regular post-placement check-ins to mitigate risks and improve the likelihood of housing retention.
5. Housing Navigator will participate in case review team meetings and will contribute to decisions about case plans.
6. Housing Navigator will administer a risk assessment to all assigned clients.
7. Housing Navigator will provide safety planning to all assigned and outreach clients. Housing Navigator will update safety plan with client when necessary.
8. Housing Navigator will provide crisis intervention services and on-going support to all clients when appropriate.
9. Housing Navigator will accompany clients to appointments, interviews and court hearings when appropriate.
10. Housing Navigator will advocate on behalf of client with any and all institutions and agencies Housing Navigator will assess when intervention is necessary and, following an empowerment-based model, will always encourage the client to speak and act on their own behalf.
11. Housing Navigator will staff DVAC's Helpline service as assigned by answering Helpline calls, assessing caller needs, and making referrals when appropriate. Housing Navigator will assist in the maintenance of Helpline database.
12. Housing Navigator will preserve client confidentiality and adhere to all DVAC policies in regard to client confidentiality.
13. Housing Navigator will keep updated and current on issues by attending four relevant trainings per year.
14. Housing Navigator will keep track of statistics of monthly services.
15. Housing Navigator will assume other duties assigned by the Housing Program Manager.
16. Housing Navigator will report directly to the Housing Program Manager.