



Housing Navigation Specialist
Job Description

Objective: Housing for New Hope connects our neighbors to housing and hope. Serving as part of the Rapid Rehousing team, the Housing Navigation Specialist (HNS) connects individuals and families to affordable housing opportunities as they move from unsheltered situations and emergency shelters into permanent housing. The HNS maintains and grows relationship with existing landlords and housing providers and cultivates relationships with new landlords and housing providers in order to increase the number of available housing units available to HNH clients.

Reports to: Housing Resource Coordinator

Team: Rapid Rehousing

Status: Full-time, exempt

Responsibilities:

- Serve as primary relationship manager for a portfolio of landlords and housing providers in order maintain and increase the number of housing units available for HNH clients.
- Cultivate relationships with a curated list of prospective landlords and housing providers in order to increase the number of housing units available for HNH clients.
- Update the “HNH Shared Housing Directory” regularly to ensure contact information and availability remain current and landlord/housing provider interactions are recorded.
- Work closely with assigned case manager to guide individuals and families through the housing search process
- Assess individual and family needs, as well as resources, in order match with appropriate affordable housing opportunities, providing information up to and including site visits, all with a goal of securing housing within thirty (30) days.
- Provide necessary assistance to individuals and families in completing applications and providing necessary documentation to get housed.
- Ensure timely completion and submission of all necessary inspections (HQS, Lead, etc.), certifications (FMR, etc.) and check requests.
- Assist individuals and families as needed on move-in day. This may include obtaining moving assistance in collaboration with the RRH Administrative Coordinator, working with volunteer groups in collaboration with the Community Engagement Coordinator and occasionally assist families with actual move-in to new housing.
- Attend lease signings to support individuals and families.

- Maintain housing records in accordance with federal, state, county, agency, and funder standards.
- Enter data in the Homeless Management Information System (HMIS) in a timely and accurate manner and ensure data remains current.
- Perform administrative duties as needed and required, including weekly, monthly, quarterly, and/or annual reports.
- Assist assigned case managers and clients with lease compliance issues and landlord/property manager-related disputes.
- Support Housing Resource Coordinator in implementation of property manager/property owner recruitment and retention plan.
- Participate in on-going training and professional development opportunities to increase knowledge and skills to provide effective support.
- Participate in agency and community meetings and other activities as requested by supervisor and/or agency leadership.
- Abide and maintain compliance with agency policies and procedures
- Additional duties as assigned.
- Evening and weekend hours are occasionally necessary.

Qualifications

- Commitment to Housing for New Hope's Mission and Core Values.
- Bachelor's degree in Communications, Business Management, Marketing and/or Human Services-related field preferred.
- At least two-years' experience in human services, property management, or leasing, public relations, sales/marketing or similar field. 3 years of relevant experience working with homeless or low-income individuals or families.
- Excellent communication skills, particularly listening, verbal communication, mediation, and writing skills.
- Demonstrated organizational skills with ability to meet a demanding world and work with a diverse set of stakeholders.
- Detail oriented to complete requirements of files, housing options inventory, data tracking, and contract/grant compliance.
- Demonstrate maturity and professionalism even in stressful situations.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community partners.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental health, and/or substance abuse.
- Commitment to an empowering, client-centered approach.
- **Flexible and adaptable work style.**
- Familiarity with Durham's social service providers and public benefits programs preferred.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.
- Ability to lift up to 70 pounds.

Salary Range: \$37,000 to \$39,500

To apply: Submit one document that includes your cover letter and resume via email to:

Tamaira Johnson
HR Manager
Housing for New Hope
jobs@housingfornewhope.org

Application review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.