



<b>Job Title:</b>		<b>Program Services Navigator</b>	
<b>Position Type :</b>		Full-Time Non-Exempt	
<b>Supervisor:</b>		Property Manager	
<b>Starting Range:</b>	<b>\$37,502 – \$43,472</b>	<b>Full Range:</b>	<b>\$37,502-\$56,960</b>
<b>Description*</b>			
<b>Job Purpose:</b>			
<p>The position Program Services Navigator (Navigator) works in the property management department to establish supportive relationships with residents to ensure housing retention. Primarily, the Navigator matches our residents to services in the community to achieve their goals in areas such as mental wellness, chemical dependency, physical health, life skills, basic needs, and other areas. They also lead our efforts in finding and directly engaging community volunteers with our mission and the work we do.</p>			
<b>Scope:</b>			
<p>The Navigator plays a crucial role in optimizing the overall resident experience. Responsibilities include coordinating a variety of support functions to enhance resident success while addressing inquiries and managing direct support requests with efficiency. They also focus on fostering positive relationships with residents, contributing to the creation of a welcoming and harmonious living environment within our programs.</p> <p>The Navigator is responsible for overseeing and managing the volunteer program within the organization. This includes recruiting, training, and supervising volunteers to ensure their effective contribution to various initiatives. They play a pivotal role in building and sustaining a strong and committed volunteer community aligned with the organization's mission and goals.</p>			
<b>Primary Duties:</b>			
<b>Property Management:</b>			
<ol style="list-style-type: none"> <li>1. Participate in new resident welcome and orientation.</li> <li>2. Ensure that residents understand their lease and will comply with all lease requirements.</li> <li>3. Work one-on-one with current residents needing extra support with needed skills (i.e., cleaning, trash removal, reporting maintenance, etc.) to help connect them with programs in the community to develop the necessary resources and skills that will enable long-term successful housing.</li> <li>4. Conducts home visits as needed to support and perform navigation services for residents. Guide residents to identify and address potential barriers to successfully maintaining housing.</li> <li>5. With guidance from the Property Manager, work with residents and property management staff to coordinate eviction prevention efforts and develop housing permanency plans, working with service partners as necessary.</li> <li>6. Maintain and track current community resources and programs and share, as appropriate, on the resident portal, in newsletters, and with staff.</li> <li>7. Provide a variety of administrative support, including entering data into databases in a timely and accurate manner and tracking rent payments, subsidies, and resident communications.</li> <li>8. Stay current with all state and local landlord and tenant and fair housing laws. Document and share updates with Homes First staff.</li> </ol>			



9. With guidance from the Property Manager, ensure Fair Housing, occupancy and other required regulations are followed and submit necessary reports to applicable funders and agencies.
10. With guidance from the Property Manager, develop and maintain property management and program services navigation policies and procedures.

**Administrative:**

1. Ensure new resident buckets are ready and available at resident move-in.
2. Keep PM and leadership staff informed of resident concerns.
3. Record and report on program goals and outcomes, and other data to meet documentation requirements dictated by individual funder and program requirements. This includes maintaining resident demographic and economic information.
4. Maintain the Property Cheat Sheet, a listing of all Homes First properties and the data associated with those properties.
5. Understand and manage database and information systems to ensure the smooth operation of Homes First.
6. Represent Homes First at community meetings as assigned.
7. Ensure the monthly resident newsletter is written, published, and distributed.
8. Contribute to annual organizational impact and other reports.

**Volunteer Management:**

1. Use Homes First volunteer management systems to recruit, onboard, and orient all volunteers.
2. Implement goals and objectives for the volunteer program, which reflect the mission of the organization.
3. Write volunteer assignments and position descriptions in consultation with staff as appropriate.
4. With input from staff, regularly assess the need for volunteers to enhance program/service delivery while providing meaningful work for volunteers.
5. Document and track individual volunteer information and volunteer activities.
6. With Property Management and other staff, as appropriate, identify, organize, and implement group volunteer activities.
7. Conduct ongoing evaluations of the program and the services delivered by volunteers and implement improvements as necessary.
8. Provide direct support and supervision of office volunteers.
9. Assist with on-site setup for group activities, including acquiring and providing refreshments, water, and safety materials. Ensure group waivers and photo waivers are signed and saved to the Shared drive.
10. Attend group volunteer activities to provide an orientation to the mission, vision, and values of Homes First.
11. Develop, administer, and review policies and procedures that guide the volunteer programs and services and reflect the overall values of the organization.
12. With assistance from the Deputy Director, develop a yearly budget for volunteer program activities and appreciation.
13. Work with the Deputy Director to celebrate and appreciate volunteers.



**Other:**

1. Participate in staff meetings and trainings
2. Perform other related duties as needed or directed

**Knowledge, Skills and Abilities/What You Bring:**

1. Understand person-centered support coordination in order to establish collaborative relationships with residents, colleagues, and community partners.
2. Know how to safely resolve crisis situations and respond non-judgmentally to problematic behavior.
3. A history of making positive contributions to a team; support and back up your co-workers
4. Understanding the challenges faced by individuals dealing with mental and physical health and chemical dependency issues, and knowing where to find help and refer to community resources. Resources may include treatment and support for those with complex social and health needs.

**Qualifications:**

**Preferred:**

1. A Bachelor's degree in a related field as listed above or equal work experience
2. Two years experience working in the field of property management, low-income or supportive housing
3. Knowledge of local homeless, mental health, and chemical dependency service systems
4. Other skills as listed above

**Minimum:**

1. Understand and commit to the Mission and Values of Homes First.
2. Willingness to embrace Homes First goals of Justice, Equity, Diversity and Inclusion (JEDI)
3. A diploma or related experience in property management, community social services, or education in mental health, addictions, and/or social work.
4. One year of recent, related work experience with an emphasis on property management and/or direct human services, including mental health, substance use disorders, social housing or social services.
5. Proven ability to work with consideration and respect with people displaying a wide range of behaviors, including residents, applicants, colleagues, and others you meet in your work.
6. Ability to recognize and implement appropriate boundaries with clients.
7. Demonstrated experience working with Microsoft Office Suite and Google Workspace, specifically Word and Excel /Docs and Sheets
8. Demonstrated experience working with databases, preferably a property management platform.
9. Strong communication skills – both verbal and written.
10. Strong problem-solving skills.
11. Ability to give and receive constructive feedback.
12. Proven flexibility and creativity.
13. Commitment to the philosophy of cooperation and continuity across programs.
14. Pass and maintain a personal and professional background so that criminal history remains free from unlawful conduct. *Certain crimes may disqualify employees from having unrestricted access to children or vulnerable populations in accordance with the Department of Social Health and Services policy and Washington State law. Professional or personal conduct that causes this clearance to be suspended or denied will result in suspension and/or termination of employment. (Pursuant to RCW 43.43.832, 43.43.832(7), 43.43.834, 43.20A.710, and WAC 388-06.)*



15. Pass Homes First's driving record check and maintain an acceptable driving record and vehicle insurance. Professional or personal conduct that results in a restricted or denied driving status will result in termination of employment.

**Physical Requirements**

1. Ability to read, analyze and interpret business documents
2. Ability to communicate via speech, writing and hearing with employees, vendors or members of the business community
3. Ability to travel to different work locations and meeting sites
4. Must be able to stand; walk; reach with hands and arms
5. Frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 30 pounds
6. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.

**Work Environment**

Employees may work in a hybrid manner. Homes First has a busy administrative office with moderate noise as well as occasional requirements to visit other offices, resident homes, production environments and external partner sites.

**Equal Opportunity Employer**

Homes First is committed to diversity in the workplace and promotes equal employment opportunities for all staff members and applicants. The agency will not discriminate against any employee or applicant for employment on the basis of race, creed, color, sex, sexual orientation, age, national origin, marital status, or the presence of any sensory, mental, or physical disability in any employment practice, unless based on a bona fide occupational qualification. Women and minorities are encouraged to apply.

**Please note:** The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

*Last Updated: 03.05.2024*

