



POSITION TITLE:	Housing Navigator
FLSA:	NON-EXEMPT
REMOTE:	NO
MEDICAID:	NO
CREATED DATE:	9/27/2022
REVISION DATE:	1/30/2024

POSITION SUMMARY

This role supports Veteran families enrolled in the SSVF program in their first step towards achieving permanent housing by assisting with housing placement. The Housing Navigator will serve as the primary point of contact for a portfolio of landlords within the private rental market while leveraging supportive services to assist the Veteran family to maintain housing stability. The Housing Navigator position is complex, and involves both direct client interaction and establishing effective connections with private landlords and local housing authorities.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

SSVF is a case management program that provides critical supports to eligible Veteran households who are experiencing or are at risk of homelessness. SSVF assists hundreds of Veteran families each year in Anchorage and the Matanuska-Susitna Borough in reaching long-term housing stability. The SSVF Program follows Housing First, Crisis Response, and Client Choice core concepts to meet client needs in a trauma-informed manner. The SSVF Program works closely with the VA and other community service providers to ensure that our clients are connected to any and all resources available to them.

REQUIRED COMPETENCIES

Competency Requirements:

- Ability to serve individuals from diverse backgrounds, cultures, ideologies, and faiths. Ability to treat others with empathy.
- Ability to work and thrive in a team environment.
- Ability to take initiative, and work independently.
- Ability to communicate effectively both verbally and in writing.

- Excellent critical thinking skills.
- Excellent organizational and record keeping skills.
- Professionalism: high level of integrity and strong ethical values. Accountability for work time and other agency resources.

Knowledge Requirements:

- Familiarity with HUD-VASH voucher application processes. Knowledge of housing habitability standards and an understanding of the Anchorage housing market.
- Knowledge of Alaska Landlord & Tenant Act rules and regulations.
- Knowledge of and ability to practice SSVF core concepts; Housing First, Crisis Response, and Client Choice.
- Knowledge of and ability to practice trauma-informed care.
- Experience working with individuals experiencing/at risk of homelessness. Experiencing working with individuals in crisis.
- Knowledge of available community resources in the Anchorage, especially resources serving Veterans and people experiencing homelessness/people at risk of homelessness.
- Knowledge of client confidentiality practices.
- Knowledge of the SSVF Program eligibility requirements.

Skill Requirements:

- Fully proficient in Microsoft Office.
- Experiencing using Apricot, Intacct, and AKHMIS software.
- Proficient to expert level data entry skills.
- Proficient with Windows operating systems.

RESPONSIBILITIES:

- Maintaining a portfolio of landlord contacts for the SSVF program; serving as the primary point of contact for SSVF landlords.
- Finding appropriate housing for Veteran Households in collaboration with SSVF Case Managers; applying for identified housing options.
- Ensuring that all required documentation is collected at the time a Veteran family is housed, including a fully-signed lease, landlord W-9, and intent to rent forms.
- Preparing documentation to ensure housing placement, such as promissory notes and landlord incentive matrices.
- Completing rent-reasonableness assessments and housing inspections.
- Assisting Veteran families with moving into their unit, following lease-signing.
- Collecting and recording housing data within the Homeless Management Information System (HMIS).
- Issuing temporary financial assistance to Veteran families including security deposits, rental assistance, landlord incentives, and tenant incentives.
- Educating Veteran families on tenant rights and responsibilities as needed; advocating for program participants to maintain housing if issues may arise. Acting as a liaison between the Veteran household and their landlord/s.
- Collaborating with third parties such as the VA to identify and secure appropriate housing for mutual clients.
- Serving as a representative of CSS at housing-related meetings and functions as assigned.
- Tracking rental assistance limits for Veteran families on the SSVF caseload.
- Transporting clients as needed.

- Other duties as assigned.

QUALIFICATIONS:

Minimum qualifications for this position include:

High school diploma or equivalent and a minimum of 1 year experience working with individuals and/or families with complex needs. Experience working with Veterans preferred. Military veterans and their family members are encouraged to apply.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Physical demands:

- Work is performed in a standard indoor office environment. Occasional lifting of up to 25 pounds. Occasional field work within the Anchorage area. Frequently sitting or standing at a desk for several hours at a time.

Location:

- 4600 Debarr Road, Anchorage, AK 99508 and broader Anchorage Area

Travel:

- Completes Travel outside of Alaska is rare. Occasional travel within Anchorage is required.

_____ Employee Name	/	_____ Employee Signature	_____ Date
_____ Supervisor Name	/	_____ Supervisor Signature	_____ Date