

Position Description



Position Title	Housing Resource Navigator
Program	Heading Home Corps
Reports to	Site Supervisor and Program Manager

Position Summary

The Housing Resource Navigator is placed at a service site to support individuals experiencing homelessness or housing insecurity - navigating resources and supports to secure safe and stable housing. The position will establish a relationship with each individual on their caseload and will work with that individual to assess their unique needs, set goals, and sit side-by-side to help navigate resources to overcome barriers and ultimately achieve their goals. This is an AmeriCorps service member position with the AmeriCorps program, Heading Home Corps.

Essential Functions

- Work with individuals to actively address systemic inequities related to housing and housing resources by identifying and dismantling barriers within their service site's processes as well as navigating external barriers embedded in existing assistance systems.
- Create a welcoming environment to greet individuals seeking assistance, and work to establish a relationship with each individual using a person-centered approach.
- Conduct an initial interview with each individual to identify needs and preferences.
- Use information from the initial interview to help participants apply for public assistance programs as needed.
- Support participants in setting housing-related goals and developing a plan of action to reach those goals including helping participants complete applications for housing and doing research with participants regarding housing options.
- Research and navigate resources that promote long-term stability in housing, including but not limited to, employment support, benefits eligibility and access, healthcare access, mental and/or chemical health referrals. Sit side-by-side with the individual to secure access to these resources, removing as many barriers as possible.
- Serve as a liaison between the participant and the systems they are accessing, as necessary.
- Track progress of plan and provide individualized support, as needed for success.
- Report data in online systems in a timely and accurate manner.
- Maintain participant confidentiality at all times.
- Work collaboratively with other individuals who are helping participants with their goals (e.g., social service agencies, shelter providers).
- Participate in training sessions and meetings both in person or virtual, as required.
- Assist with statewide preparedness for, response to, and recovery from disasters which includes supporting organizations and communities in disaster relief activities related to COVID-19 closures and social distancing procedures.

NON-ESSENTIAL FUNCTIONS

- Act as a housing advocate and support service recipients who are accessing housing as needed.
- Attend service site-sponsored activities to represent Heading Home Corps and promote services.
- Recruit and coordinate volunteers to support participants in their goals, as needed.

Minimum Qualifications

- Must be 18 years of age or older by two weeks prior to your start date.
- Must have at least a high school diploma or its recognized equivalent by your start date.
- Must be either a citizen, national, or lawful permanent resident of the United States.
- Must pass mandatory National Service Criminal History Checks.
- Must not have served four or more prior terms of service with AmeriCorps State or National.
- Must speak, read, and write English fluently.
- Must have basic computer skills, including the ability to navigate online systems and email.
- Positions that require driving will require a valid driver's license and ability to pass a driving record check. Some positions require access to a personal vehicle for transportation.

Preferred Qualifications

- Lived experience with homelessness or housing insecurity.

Ampact will not discriminate for or against any AmeriCorps service member or applicant on the basis of race, color, creed, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, familial status, military service, or any other category protected by law.

Reasonable accommodations provided upon request. This document is available in alternative formats.