



Open Doors
Job Description

Job Title	Program
Housing Support Navigator	Open Doors Atlanta
Role Mission	
To enable Open Doors to achieve its goal of meeting housing needs for 1000 people each year by ensuring we have seamless systems that allow efficient placement of households in suitable partner properties.	
Role Scope	
<p>The Housing Support Navigator provides support and assistance to families and individuals that are at imminent risk of losing their housing and who have minimal to no case management support to look for affordable housing. The Navigator will identify possible barriers in the participants' life which may affect their ability to maintain permanent housing stability and provides advocacy for persons who are experiencing housing instability. Housing Support Navigator is a liaison for case managers to seek assistance with housing stability once discharge from program has been established or when case management has ended.</p> <p>The Housing Support Navigator will provide resource support by helping each person (tenant/consumer) develop a plan to address their barriers and maintain and sustain permanent housing. As part of the plan, the tenant(consumer) will identify each area in which they will need resource assistance to accomplish the outlined goals and objectives.</p> <p>The Housing Support Navigator will serve as the primary contact for clients that have no on-going case management services but need pre- and post-support during their first year of tenancy. The Housing Support Navigator will work closely with the Programs Coordinator to identify when support needs to be implemented.</p>	
Critical Role Outcomes	
<ul style="list-style-type: none"> • Maintain consistent communication with non-profit agency case managers and individuals (self-pay) with no case management services being provided. • Maintain weekly, bi-weekly, or monthly communication with each client needing support identified during needs assessment. • Create and manage action plans to return tenants to good standing. • Manage each referral assigned to caseload from inception to resolution. • Enter all referral progress documentation into tracking database. • Submit all programmatic and position-related reports within specified timeframes. • Attend all assigned team meetings, community meetings, training, and other events as assigned by the Programs Coordinator or Director. 	
Role Structure	
Report to:	Programs Coordinator
Manage/Supervise:	Interns, volunteers, contract employees (as assigned by Executive Director)



POSITION SPECIFICATIONS

Critical Experiences

- Housing Support Navigator will demonstrate case management with experience in: working with agencies that offer support with rental, utility and food assistance; as well as agencies that provide wrap around services focusing on mental and physical health and obtaining employment.
- Housing Support Navigator will provide individualized consumer/tenant support by assisting to develop a plan to address their barriers, increase income and maintain and sustain permanent housing for stability.
- Housing Support navigator will assist the case manager in developing a plan that addresses housing, crisis intervention and continuity of care planning.
- Housing Support Navigator will respond to referrals and requests for case management support and intervention within specified time.
- Housing Support Navigator will promote an environment that is strength based to assist tenants/consumers in meeting their individual goals.
- Housing Support Navigator will begin working on housing stability at onset of being placed at a property or when additional support is needed due to having no on-going case management services by non-profit agency.
- Ability to establish and maintain positive, productive relationships with the community, government agencies, non-profit agencies industry professionals and outside contractors servicing the community.
- Public speaking and pitch presentations and/or sales experience.
- Knowledge and experience with supportive housing programs: Section 8, GHVP, Shelter Plus Care, Rapid Rehousing, PSH, VASH, SSVF, LIHTC, PBRA, TBRA and others.
- Understanding of the strategic issues affecting the affordable housing market.
- Bachelor’s degree in communications, business, marketing, or a related field.

Other Attributes / Abilities

Essential:

- Excellent organizational skills with the ability to work under limited supervision while maintaining a high degree of accuracy and production.
- Superb customer service orientation and effective oral and written communication skills, along with a positive and professional attitude.
- Ability to read and interpret documents such as leases, memorandums of understanding and contracts.
- Ability to successfully pass a background check and drug screening and maintain a record that satisfies these requirements.
- Proficiency with MS Office applications (Outlook, Word and Excel software), as well as property management software (preferably Yardi).
- Possess a commitment to the values and ethical standards inherent in human services.
- Minimum of three years of experience in multi-family property management, with progressively increasing level of responsibility.

Core Competencies



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Critical Thinking (Strength) - Connects disparate data sources together to form well founded and original conclusions; identifies the root cause to solve complex problems; identifies critical gaps in data or unchallenged assumptions to enrich analytical impact; makes timely decisions even when challenged by incomplete information.

Sense of Urgency (Strength)- Operates comfortably with minimal planning; drives through to the finish line despite obstacles; builds effective working teams to meet deadlines and commitments; allocates controlled resources to make urgent progress on critical priorities

Customer Focus (Mastered) - Recognizes and prioritizes different customer expectations to satisfy each interest; solicits data to measure and improve service level; anticipates and addresses potential or evolving stakeholder needs; uses insights to influence customer requirement and assumptions

Collaboration- (Strength) Identifies, proactively considers, and brings together the right people to meet business needs; finds common ground and solves problems that meet diverse stakeholder needs; contributes effectively outside of core responsibilities to improve team effectiveness; promotes and celebrates team accomplishments before individual accomplishments.

Communication (Mastered)-Communicates to achieve buy-in and consensus from people who share different views; delivers credible and influential messages that have the desired effect; shares important information openly, directly, candidly, and proactively.

5. Salary and Benefits

Salary Range: \$40,000 - \$60,000 (*Base increase adjusted for applicable qualifications and experience*)

- Performance-based, quarterly bonuses
- Medical
- Dental
- Vision
- Life Insurance
- Long-Term Disability
- Paid Holidays
- Paid Time Off (6 Hours Accrued per pay period – 156 annually)

6. Work site

Employees will work at program office and remotely in community.

- Program Office – 2872 Woodcock Boulevard, Suite 211; Atlanta, GA 30341