

Housing Navigator

Full Time

The mission of HomeFront is to end homelessness in Central New Jersey by harnessing the caring resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We give people skills and opportunities to ensure adequate incomes and to increase the availability of adequate affordable housing. We help homeless families advocate for themselves individually and collectively.

A career at HomeFront is like no other. You will join a vibrant family of co-workers and clients in a learning environment where you will need to bring your “A-Game” every day and will reap unbelievable personal rewards for your efforts. You will get to know, and become a true agent of change for, individuals and families facing the challenges of homelessness and you will grow both professionally and personally.

The Housing Navigator provides assistance and support to homeless individuals and families with housing readiness, accessing housing assistance programs, permanent housing placement, securing income documentation, creating a budget/savings plan, coordinating service referrals and crisis intervention. The Housing Navigator also works closely with prospective property owners and managers to secure permanent housing opportunities, provide educational information regarding subsidies, and security deposit assistance. This position is required to actively seek out obtain and maintain relationships with landlords, private, public and non-profit.

Essential Job Functions:

- Work closely with case managers and other staff who administer governmental and privately-funded programs to help eligible participants with back rent/housing relocation financial assistance as well as other supportive services.
- Develop trusting relationships with Landlords to make HomeFront clients their first choice.
- Ensure participants have the necessary items to secure housing (e.g. valid identification, income verification, bank statements).
- Assist participants in the development of and encourage adherence to a personal budget.
- Help develop and implement an individual housing plan with each participant to determine appropriate permanent housing intervention and service needs.
- Assist participants with completing housing applications and securing housing of their choice. Transport participants, if needed, to housing appointments, housing authority appointments and occasional visits to relevant social service agencies.
- Provide information and instruction to participants regarding how to complete a housing application, housing search, tenant rights and responsibilities, including observation of rental agreement rules, and being a good neighbor.
- Connect program participants to community resources that will support the goal of permanent housing acquisition (i.e. benefits advocacy, food, employment services).
- Facilitate access to services required to foster housing readiness (credit repair, legal aid, housekeeping, money management, etc.).
- Work with HomeFront partners, landlords and property managers to share program information, solicit interest and provide team approach services.
- Prioritize caseload to work with people who are highest in need and provide participants with matching listings and services.
- Provide advocacy to help address issues and barriers between landlords and participants that may prevent move in.

- Follow-up with participants as needed to ensure they are making progress towards their housing placement goals.

Job Competencies:

- Attention to detail
- Strong Interpersonal Skills
- Flexibility and adaptability
- Problem solving skills
- Ability to thrive in fast-paced work environment
- Thoroughness and Independent Thinking
- Collaboration Skills
- Math Aptitude

Technical skills:

- Proficient in writing/sending email in a professional manner
- Proficient in Microsoft Word and Microsoft Excel
- Organizational skills
- Documentation skills (learning about/respecting importance of any given program's required paperwork)

Requirements:

- Mercer County community familiarity
- Proficient in Spanish and English, verbal and written communication
- Bachelor's degree in related field
- Three years of work experience in social service or housing locator services
- Valid driver's license
- At least 25 years of age to meet vehicle insurance requirements

Physical Demand

- This job operates in an office setting using standard office equipment such as computers, phones, calculators, copiers, fax machines, and file cabinets
- Ability to sit, stand, walk, climb steps, bend and lift up to 30lbs
- Function in weather conditions prevalent at the time

Travel

- Travel is primarily local during the business day

HomeFront is proud to be an equal opportunity/affirmative action employer.