



Homeless Services Center BFH Housing Navigator

Reports to: Housing Program Coordinator

Homeless Services Center (HSC) partners with individuals and families to create pathways out of their homelessness into permanent housing. HSC is a leader in working to end homelessness – and we want you to be part of our team. HSC is looking for individuals eager to make a difference and willing to commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring.

Job Description

Homeless Services Center practices effective solutions that create a pathway to housing for individuals and families experiencing homelessness in Santa Cruz County.

The Bringing Families Home (BFH) Housing Navigator will develop landlord/property manager relationships in order to secure housing placements for homeless families in Santa Cruz County. The Housing Navigator will be a part of a housing navigation team that supports case managers in quickly finding program participants housing in the community.

Job Duties:

- Conduct landlord/property management outreach and relationship building.
- Search daily for housing and reach out to available units.
- Coordinate regularly with Housing Support Manager and Case Managers, including attending collaborative working group meetings.
- Develop rapport and communication with both property managers and program clients.
- Conduct, with Case Managers, housing needs assessment and client-driven housing searches in neighborhoods that are a good fit for the individual clients and families.
- Act as client advocate in securing appropriate housing.
- Facilitate rental agreements with landlords in scattered site apartments and ensure clients understanding of rental agreements, housing policies and procedures.
- Conduct home visits with clients.
- Maintain extensive, accurate records, data and documentation of services.
- Participate in Homeless Services Center and Case Management staff meetings, case reviews and related functions.
- Maintain effective relationships with community partners and represent HSC professionally in the community.
- Attend trainings, workshops and conferences related to position.
- Maintain confidential, professional boundaries with all program clients.
- Other duties as assigned.

Qualifications:

- AA/BA in Social Services, Real Estate and/or Work Experience sufficient to perform duties.
- Desire to be an advocate to help individuals and families who are chronically homeless find and secure housing.
- Patience and the willingness to persevere in the process of supporting the client.
- Strongly honed negotiation skills a strong plus.
- Creativity in problem solving, and the ability to follow through on housing leads.
- Experience working with mentally or physically disabled populations.
- Acquaintance with and ability to relate to property managers.
- Ability to work well independently and as part of a team.
- Ability to meet deadlines.

- Demonstrated conflict de-escalation and conflict resolution skills a must.
- Desire and ability to meet people where they are at and create an environment that nurtures mutually respectful, empowering relationships.
- Spanish language literacy and fluency a strong plus
- Ability to communicate effectively and respectfully with a wide variety of staff, clients, landlords and service providers.
- Knowledge and practice of motivational interviewing and trauma-informed services highly valued.
- Ability to communicate effectively and respectfully with people coming from diverse lifestyles, gender-identification, sexual orientation, ethnic, racial and cultural groups.
- Willingness to adapt schedule based on needs of clients.
- Proficiency in Microsoft Office Suite including comfort in using Word and Excel and confidential database use such as HMIS or equivalent.
- Driver's license, personal auto, insurance and good driving record required at time of hire.
- Ideal candidate is flexible, friendly, independent and able to meet agency goals and objectives with minimal supervision.

Hours:

This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period.

To Apply: Please email a cover letter and resume to the attention of Human Resources at recruiter@santacruzhs.org. No Phone calls or faxes. HSC is an Equal Opportunity Employer.