

# LA FAMILY HOUSING

**Job Title:** Housing Navigator

**Salary:** \$30,000 – \$40,000

**Job Type:** Full-time

**Location:** North Hollywood, California

## Duties & Responsibilities

The Housing Navigator is responsible for providing assistance and support to homeless families and individuals in the following area: housing readiness, accessing housing assistance programs (e.g. Section 8, EHAP), permanent housing placement and follow-up support after move-in. Responsible for the development and implementation of a housing plan for each program participant. In addition, the Housing Navigator I will be responsible for teaching housing skills in an individual or group format. This position requires extensive coordination with multiple components within the LAFH Program Department (e.g. case managers to ensure residents have current income and identification) and Property Management (e.g. when applying for LAFH properties) to facilitate optimum outcomes for families and individuals moving into permanent housing.

### **ESSENTIAL DUTIES:**

1. Conduct initial housing intake and assessment for each family/individual accessing services to evaluate housing needs, history and service/support needs. Develop and implement an individual housing plan for each client.
2. Facilitate access to services required to foster housing readiness (credit repair, legal aid, housekeeping, money management, tenant rights and responsibilities, etc.).
3. Coordinate with the case managers to ensure clients have the necessary items to secure housing (e.g. valid identification, income verification, bank statements).
4. Develop database of affordable housing resources for reference in locating appropriate housing.
5. Provide listings from housing authority, internet (e.g. Craigslist), and internal database of landlords/management firms/owners.
6. Provide advocacy as needed to help address issues and barriers between landlord and client. Assist with referrals to Fair Housing as needed.
7. Provide information and instruction to clients regarding how to complete a housing application, housing search, tenant rights and responsibilities, including: observation of rental agreement rules, and being a good neighbor.
8. Document all resident encounters and maintain thorough and accurate records for reporting purposes.
9. Assist clients in obtaining rental assistance including, but not limited to Section 8 certification, EHAP, and CalWorks Homeless Move-In Assistance Programs.
10. Provide follow-up services including home services as needed. Report issues and concerns to case management staff or other resources immediately to ensure the most successful outcome possible.
11. Attend agency and community meetings as directed by supervisor.
12. Additional tasks, projects and responsibilities as assigned by supervisor.

## Education, Experience and Skills:

### EDUCATION:

- BA in social services or AA degree.

### EXPERIENCE:

Three years of social services experiences.

### KNOWLEDGE AND SKILLS:

- Demonstrated knowledge of housing search skills including housing location, filling out housing applications, and the lease-up process
- Ability to teach housing search skills to participant in individual or group setting
- Knowledge of housing assistance programs including: CalWorks Move-In Assistance, EHAP, etc.
- Tenant/landlord law and tenant/landlord/relations
- Must be able to perform extensive charting, electronic data entry and documentation
- Excellent written and verbal communication skills
- Strong advocacy skills
- Ability to work in a team and independently
- Bilingual: Spanish/English preferred, but not required
- Must have valid CA driver's license
- Proficient in written and oral communication
- Bilingual: Spanish/English a plus
- Ability to work in a team
- Good organizational skills and ability to follow through from beginning to end on tasks and projects
- Proficient in Microsoft Outlook, Word and Excel

## LAFH Benefits:

Health, Dental, Vision, Life, Voluntary Life, 403B Retirement Plan, 529 Education Savings Plan, Long Term Disability, Employee Assistance Program, AFLAC Policies, AFLAC FSAs, Legal Policy, Employee Appreciation Program, Company Sponsored Employee Outings, 9/80 Alternative Work Schedule, Paid Sick, Vacation and 11 Observed Holidays.

## Equal Employment Opportunity Statement:

**EEO:** LAFH is committed to providing equal employment opportunities for applicants and employees.

**FAIR CHANCE INITIATIVE:** LAFH is in compliance with the Fair Chance Initiative for Hiring and will consider qualified applicants with criminal histories.

## To Apply:

Email your resume and cover letter to [HR@lafh.org](mailto:HR@lafh.org)

•Dignity

•Perseverance

•Collaboration

•Leadership