

## Emma Norton Services Job Description

Title: **Housing Navigator**  
Status: **Full-time; exempt**  
Location: **Saint Paul, MN and Maplewood, MN**  
Supervisor: **Program Director**  
Direct Reports: **None**  
Compensation: **Starts at \$38,000**

### Organization

Emma Norton Services works with women, children, and families who are on their journey of recovery from homelessness, mental illness, chemical dependency, and other life stressors. Emma Norton Services provides safe, permanent housing in combination with programs and support services, through a housing first and harm reduction model, to provide an environment where victory over homelessness, mental illness, and chemical dependency is possible.

### Purpose

The housing navigator assesses participant eligibility for our scattered-site housing program, which provides services to single-adults and families. Utilizing a Housing-First and Harm-Reduction approach, the housing navigator works with clients in the following areas: assessing program eligibility, locating and securing housing that matches clients' housing preferences, initiating and strengthening working relationships with property owners in the community by discussing housing barriers.

### Responsibilities

1. Works with program participants to locate and secure community based housing
  - Determines program eligibility for potential participants - completes and collects all required documentation to verify eligibility.
  - Completes Housing Choice Assessments with clients; explains program services.
  - Works with scattered-site case manager to transition clients into community-based housing.
  - Reaches out to new property owners to increase awareness and understanding of the scattered-site housing program, and strengthens existing property owner relationships.
  - Supports clients as they navigate the housing process; including, but not limited to: housing location, property owner advocacy, rental applications, credit-repair support, and move-in.
  - Maintains up-to-date and organized client files through an electronic records system, which includes documenting service needs and case notes of services provided.
  - In conjunction with scattered-site case manager, provides tenant rights and responsibilities education by facilitating groups and providing individualized information.
  - If needed, works with scattered-site case manager to re-house clients.
2. Fosters a positive, engaged client community
  - Assists clients with community building skills.
  - Assists clients with identifying and addressing community concerns/issues.
  - Assists clients in acquiring necessary resources for move-in; provides landlord-tenant

support; identifies opportunities for community integration and development of natural support networks.

3. Functions as a team member

- Follows through with own job responsibilities and assignments.
- Engages in constructive problem solving and conflict resolution - assists other team members in doing the same.
- Provides information needed by other team members in a timely and effective manner.
- Offers assistance to team members as needed.
- Gives and receives feedback well.
- Takes direction from supervisor or manager; accepts and implements team decisions.

4. Other duties

- Participates in staff and team meetings.
- Promotes community awareness of Emma Norton Services.
- Attends community meetings as necessary.
- Participates in agency efforts to promote a mutually respecting, multicultural environment; participates in training opportunities related to economic, racial and cultural diversity as requested.
- Completes and maintains up-to-date knowledge and expertise in areas related to job duties; including the completion of HIPAA and Vulnerable Adult training within the first 7 days of hire.
- Performs other duties as assigned.

### Requirements

1. A relevant course of study in a social services field and a minimum of one year of related experience.
2. Ability to undergo and pass a background study as detailed in Minnesota Statute 144.057 and Chapter 245C.
3. Experience delivering services to adults, youth, or families who have experienced mental illness, alcohol or drug addiction, domestic violence, homelessness, or other trauma.
4. Knowledge of evidence-based practices preferred, specifically Harm Reduction, Housing First, Motivational Interviewing, Trauma Informed Care and Person-Centered approaches.
5. Able to identify and assess a wide range of client needs.
6. Knowledgeable about community resources.
7. Experience and high level of proficiency using Microsoft Office.
8. Ability to interact with people in a manner that shows sensitivity, respect, and professionalism.
9. Ability to communicate effectively orally and in writing.
10. Ability to exercise good judgement and problem solving in a variety of circumstances.
11. Ability to work with a high level of accuracy and attention to detail.
12. Ability to maintain professional boundaries.
13. Moderate physical effort, with intermittent lifting or carrying limited to no more than 50 pounds.
14. Duties may require physical ability to climb stairs.
15. Duties require extended use of a keyboard.
16. Ability to work with initiative in a fast-paced environment, where interruptions are frequent and

the ability to multi-task and set priorities are necessary.  
17. Ability to drive insured vehicle for relevant job duties.

Employee and Management Review

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Employee Signature

\_\_\_\_\_  
Date

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Human Resources Signature

\_\_\_\_\_  
Date