



## POSITION DESCRIPTION

### Housing Navigator – (Polk St.)

**Summary of Position:** Responsible for providing strength-based, client-centered, relationship-driven and family-focused services and interventions to individuals or families served by VOA of IL. More specifically, the Housing Navigator ensures Veterans and their families have safe, sanitary, and affordable housing available. Responsible for coordinating with the Veterans Administration's HUD-VASH team to identify clients who require additional support.

**Position Type:** This position is nonexempt and reports to the Program Manager.

**Essential Functions:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The functions listed below are representative of the knowledge, skills and/or ability required for the position.

- Coordinates with other supportive services aimed at providing support to Veterans who are homeless or at risk of becoming homeless.
- Participates in community-wide efforts to eliminate homelessness amongst the Veteran population.
- Provides housing supportive service to program participants, including ensuring referrals are made to appropriate housing facilities that meet quality and safety standards, and ensuring all inspection requirements are met.
- Assists in meeting goals and exceeding standards of compliance for appropriate, safe, stable housing for program participants.
- Works with team members in providing resources and support to the Veterans enrolled in the program.
- Works closely with the VA to locate appropriate housing for veterans receiving a HUD-VASH voucher.
- Evaluates each participant to determine what types of supportive housing services are needed in order to obtain self-sufficiency and remain in or acquire permanent housing.
- Completes housing inspections when appropriate, serving as a “subject matter expert” on housing issues as related to fair housing, affordable housing, and tenant and landlord rights and requirements.
- Engages and recruits’ potential landlords and establish productive relationships for the purpose of establishing a portfolio of safe and affordable housing options.
- Participates and assists with the facilitation of housing events sponsored by the local VAMCs including landlord seminars and housing resource fairs.
- Coordinates with program manager to develop innovative projects and programs designed to transition veterans into permanent, safe and affordable housing.
- Researches demographic and community housing data to forecast trends for potential programs.
- Acts as a liaison with those providing legal assistance to Veterans around fair housing, landlord disputes, and evictions.
- Delivers services with sensitivity to the participants’ cultural and socioeconomic characteristics and engages participants with respect even when holding them accountable for their own outcomes.
- Represents the interests of the agency, the program and the program participants in all activities including city, state and national forums and coalitions.

- Engages in information sharing and seeks opportunities to improve VOA of IL.
- Upholds the mission and values of VOA of IL at all times.

Other Duties: As assigned by supervisor

**Work Environment:** Generally, this position operates in a professional office environment; however, this position may also be required to work from multiple locations throughout the greater Chicagoland area. Typical hours are Monday through Friday, 9:00 AM – 5:00 PM; however, evening hours, including weekends and holidays, may also be required.

**Physical Demands:** Physical Demands are part of the essential functions of the position. The individual must be able to remain in a stationary position throughout the workday, operate a computer and other office productivity machinery, frequently communicate with clients and employees of VOA of IL, and others involved in the care and custody of clients. The individual must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle, and transport clients in the community.

**Qualifications:** Experience in service management, including organizing, problem solving, and advocating.

- Experience and demonstrated proficiency/success in leveraging and working with community resources.
- Ability to communicate effectively and maintain good relations with clients and employees.
- Excellent communication, writing, problem solving, and organization skills.
- Individual must be a valid driver in the State of IL which includes having a current driver's license in good standing, access to a safe and reliable vehicle during all work hours and have adequate and current vehicle insurance.
- Proficient in Microsoft Office, especially spreadsheets, database and reporting tools.

**Education and Experience:**

1. This position requires a high-school diploma (or equivalent) and at least two years of related experience working with a low income population and providing supportive housing services or property management.
2. This position requires the familiarity with subsidized and market value rental properties in the Chicagoland area.

Volunteers of America of Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Reasonable accommodations are available and will be provided to qualified applicants and employees with disabilities. Generally, the individual with a disability must inform VOA of IL that an accommodation is needed.

Nothing in this job description restricts management's right to assign to or reassign duties and responsibilities from this job at any time. This job description is subject to change at any time.