



sonoma county

Housing Navigator (HUD) Job Description Bilingual preferred

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 35 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs are our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position:	Housing Navigator	Wage:	\$24.00 - \$26.00 per Hour
Department:	Domestic Violence Services (DVS)	Pay Basis:	Biweekly
Reports To:	Director of DVS	FLSA Status:	Non-Exempt
Hours/Week:	40	Benefits:	Eligible at 1.0 FTE
Employment Status:	Full time		

Position Summary

The Housing Navigator (HUD), is based at the YWCA of Sonoma County (YWCASC) administrative offices, and is part of the Domestic Violence Services (DVS) team. As a newly funded position through a Petaluma/ Sonoma County Continuum of Care (COC) Housing and Urban Development (HUD) grant, the Housing Navigator will work closely with the YWCASC Director of DVS to ensure housing grant objectives are met and the program adheres to HUD grant guidelines. The Housing Navigator ensures the program connects our most vulnerable community members with property owners and managers in order to help tenants rent and live in the private housing market, and increase economic stability. This position is responsible for coordination of service delivery for Moving into Safety, the Rapid Re-housing program component of the Domestic Violence Services Program. The Housing Navigator must be available to be on-call on a rotating basis, and responsive to phone calls and immediate needs.

The Housing Navigator (HUD) position is a direct service position who coordinates housing and supportive services for individuals and their children who are experiencing homelessness due to domestic violence. The Housing Navigator will work extensively with community resources to identify more housing opportunities as well as expedite the process of obtaining and maintaining safe housing. The Housing Navigator provides services including community outreach, prospective landlord identification & recruitment, housing searches, lease/contract negotiation, unit inspections for compliance with federal housing quality standards, coordination with local housing entities, acting as a liaison with tenants & landlords, and mediating complaints/concerns to proactively prevent returns to homelessness.

This position will work extensively with program participants to secure permanent housing and to coordinate supportive services through Rapid Re-Housing funding. The position will provide advocacy to program participants and help them to connect with other supportive services offered by YWCASC as needed. Furthermore, the Housing Navigator (HUD) will work with other community partners and COC members to increase available housing inventory in the community and to ensure program participants are connected to outside community resources as needed.

This is a high-profile, public interaction position requiring a high degree of compassion, empathy, professionalism and a constant awareness that the employee is often one of the first contacts with whom the victim discloses related experiences. Public presentations to promote awareness and provide education in the community about domestic violence is occasionally required. If the incumbent is bilingual, s/he may provide translation services as necessary.

Essential Tasks

These are core functions of the job that, if removed, the job would simply not exist. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Advocacy and Community Relations**

- Conducts outreach to property owners and managers, distribute program materials, and communicate the benefits of participation in the program. Builds long-lasting relationships with property managers, landlords, owners, and firms to expand the scope of participation. Negotiates leases and contracts with property owners, and implements housing assistance contracts and leases between property owners and tenants.
 - Performs housing unit inspections for compliance with federal housing quality standards, to include mediating owner and tenant complaints
 - Participates in the on call rotation.
 - Provides in-depth and ongoing training for Moving into Safety. In collaboration with Director of DVS M, revises and updates procedures, tracking, and forms as needed.
 - Coordinates the conduction of program intake (aligned with HUD guidelines) including assessment of safety and housing needs;
 - Coordinates housing searches, survivor advocacy support including liaising with landlords, and financial management assistance (as needed) for the client to secure permanent and safe housing and to support housing retention of program participants
 - Coordinates the on-going support and follow up of survivors in the development of individualized plans that promote empowerment, enhance safety and identify/reduce barriers for clients and their families.
 - Advocates for clients through working with other community agencies, justice systems, and resource systems at all levels;
 - Provides information and referrals concerning legal, health, housing, public entitlements, family functioning and dynamics, substance abuse and other service needs. Assists in the development and use of personal and community resources;
 - Provides housing searches, survivor advocacy support including liaising with landlords, and financial management assistance (as needed) for the client to secure permanent and safe housing and to support housing retention of program participants
 - Provides on-going support and follow up; and supports survivors in the development of individualized plans that promote empowerment, enhance safety and identify/reduce barriers for clients and their families.
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- **Program Reporting**
 - Maintains accurate records through appropriate electronic data entry and documentation in client files (aligned with YWCASC and COC HUD reporting requirements). All entries are done in a timely mannered in accordance with program requirements.
 - Responsible for ensuring Moving into Safety team compliance with documentation and database entry requirements. Ensures accuracy of data entry for completion of weekly, monthly and annual reports, maintaining current client data, documenting all contact with clients, and providing accurate narrative and statistical reports in a timely manner.
- **Fiscal Management of HUD Rapid Re-Housing and Supportive Service Funds**
 - Works closely with YWCASC's DVS Manager and YWCASC's CFO to ensure HUD Rapid Re-Housing (RRH) and supportive funds are spent timely and are aligned with grant requirements
 - Obtains and submits all supportive documentation for program expenses
 - Works with MIS team, program participants, service providers and RRH landlords to administer HUD RRH and supportive funding
- **Public Speaking**
 - Provides presentations on the dynamics of domestic violence, supporting survivors, and available services. Presents materials to a variety of groups on a wide range of topics upon request around issues of the elimination of domestic violence. Updates materials prior to presentation according to established procedures.
- **Meetings**
 - Attends agency DVS staff meetings. Collaborates, coordinates and attends multidisciplinary meetings with on and off-site partners as required.
- **Performs other duties as requested**

Organizational Culture

A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

Experience/Education:

- A combination of education, training and experience that would provide the opportunity to acquire the knowledge, skills and abilities necessary to perform the functions of the job.
- Good to excellent oral, written and interpersonal communication skills, including ability to relate to diverse clientele via telephone and in person.
- High school diploma or equivalent.
- Basic computer and data entry skills

Knowledge & Skills:

- Knowledge of Sonoma County housing environment (real-estate or rental management experience strongly preferred)
- Fiscal management experience
- Basic arithmetic computation and computer skills
- Knowledge of or ability to acquire knowledge of basic principles of the dynamics of domestic violence, safety, and confidentiality (strongly preferred)
- Bilingual/Spanish (strongly preferred)
- Bachelor's Degree in a related field (preferred)
- Experience as group facilitator, crisis intervention and/or social work (preferred)
- The ideal candidate for this position will have experience networking with landlords, renter associations, property management companies, and other local housing providers. They will also have experience with case management and assisting clients with housing applications and vouchers. Knowledge of tenant/landlord relations and Fair Housing laws and practices is highly desired, and experience with property management and marketing techniques are beneficial.

Other:

- Ability to pass agency and requisite law enforcement criminal background checks
- Prior to employment, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical
- Valid California driver's license, current auto insurance, reliable transportation for job-related events.
- Universal Precautions and other safe work practices
- Willingness and availability to be "on-call" on weekdays, weekends, nights, and/or holidays.

Post-Hire Requirements

- Successful completion of the YWCA Sonoma County Domestic Violence Training Program. Course requires 40-hours of instruction. Candidates are required to take the first available class and will be scheduled by their supervisor. Exceptions to the 'first available class' are available upon supervisor approval, however the next available class must be attended and successfully completed to continue the employment relationship.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 35 pounds
- Movement within office environment including up and down three flights of stairs
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, computer use, reading and to potentially supervise children in a variety of activities
- Ability to sit and stand for extended periods of time
- Ability to walk, run, move, squat, stoop, bend, twist, turn, push, pull and reach in interactions with children

YWCA Sonoma County offers a generous benefits package including paid sick leave, 16 paid holidays and a retirement plan that pays up to 14%. To apply, please resume to rrosetti@ywcasc.org