Position Description

Position Title Housing Resources Navigator
Program Heading Home Corps
Reports to Program Manager and Site Supervisor

Position Summary

Housing Resource Navigators serve to make a difference for people experiencing homelessness or housing insecurity. The Housing Resource Navigator is placed at a service site, such as a community organization, housing agency, or governmental organization. The Housing Resource Navigator will establish a relationship with everyone on their caseload and will work with each participant to assess their unique needs, set goals, navigate resources, and identify supports to improve their situation and obtain safe and stable housing. This is an AmeriCorps service member position with the AmeriCorps program, Heading Home Corps.

Essential Functions

Relationship Building, Goal Setting, and Action Planning

- Create a welcoming environment to greet participants seeking assistance.
- Establish a trusting relationship with program participants using a person-centered approach, while maintaining appropriate boundaries.
- Conduct an initial intake with each participant to identify needs, strengths, preferences, and barriers to stable housing.
- Set housing-related goals with each participant and establish an action plan based on the initial intake.
- Track progress of plan and provide individualized support as needed for success.
- Provide services based on best practices in the sector, including motivational interviewing strategies, trauma-informed care, harm reduction models, housing first, and secondary trauma.
- Maintain participant confidentiality and any personally identifiable information at all times.

Resource Navigation

- Use information from the initial intake and subsequent meetings to help participants apply for housing resources, public assistance programs or other resources for which they may qualify.
- Research and connect participants with resources that promote long-term stability in housing, including but not limited to rental assistance, legal support, employment, healthcare, mental health, chemical health, transportation, food security, and educational resources.
- Work collaboratively with participants to secure access to resources, removing as many barriers as possible

Outreach, Communication, and Collaboration

- Promote Heading Home Corps services to communities, stakeholders, and partners.
- Work collaboratively with other individuals who are helping participants with their goals (e.g., social workers, case managers, shelter providers, employers, and/or educational institutions).
- Serve as a liaison between the participant and the systems they are accessing as needed.
- Actively address systemic issues related to housing and accessing housing resources by dismantling barriers.

Career Planning

- Housing Resource Navigators will participate in ongoing training, coaching, and planning to prepare for careers in the housing or social services sector. They will participate in individual career planning support to

identify clear pathways via further education, continued service, or employment opportunities post-service.

Communication

- Foster a welcoming and supportive atmosphere though modeling inclusive and respectful behavior and communication.
- Communicate regularly and effectively with Ampact staff, and site personnel.
- Build and maintain collaborative relationships with participants, site staff, and Ampact staff, fostering an environment of mutual respect and understanding.
- Record data in online systems in a timely and accurate manner.

Attendance

- Demonstrate regular, timely attendance and adherence to hours as scheduled.
- Commit to service for the full-service term, serving the total commitment of hours within the term.
- Participate in all required Ampact sponsored training sessions, meetings, and coaching sessions, travel as necessary.
- Engage in independent service activities as needed to ensure completion of required service hours.

Non-Essential Functions

- Represent Ampact at site-sponsored activities and provide education about Heading Home Corps and housing supports and services. Recruit community volunteers to participate in site-based events or programming.
- Actively participate in service projects and commemorating days such as Martin Luther King, Jr. Day (as applicable). These may include evening and/or weekend hours.
- Be an ambassador of the program by submitting member stories and participating in outreach activities.

Minimum Qualifications

- Must be 18 years of age or older by two weeks prior to your start date.
- Must have at least a high school diploma or its recognized equivalent by your start date.
- Must be either a citizen, national, or lawful permanent resident of the United States.
- Must pass mandatory National Service Criminal History Checks.
- Must not have served four or more prior terms of service with AmeriCorps State or National.
- Speak, read, and write English fluently.
- Experience with professional computer skills and confidence using computers. Comfort and experience using Microsoft Office Suite (Word, Excel), completing internet searches, and navigating resources online, completing data entry, using e-mail regularly including sending attachments, using databases and software, using videoconferencing software, and attending training online.

Preferred Qualifications

- Lived experience with homelessness or housing insecurity.

Physical Requirements

- Ampact strives to provide an accessible service environment for all members. Though positions generally require some level of physical activity, Ampact will strive to provide

reasonable accommodation upon request.
- Some positions are primarily based in an office or classroom setting and require sitting, standing, and operating a computer and telephone.
- Some positions may require light to moderate lifting, bending, stooping, pulling, kneeling, carrying.

Ampact prohibits all forms of discrimination and harassment based on race, color, national origin, sex, age (40 and over), religion, sexual orientation, disability (mental or physical), political affiliation, marital or parental status, pregnancy, reprisal, genetic information (including family medical history), military service, or any other category protected by law.

Reasonable accommodation provided upon request. This document is available in alternative formats.