

Position Description



Position Title	Housing Resource 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, and sit side-by-side them to help navigate resources and identify supports in order to secure and/or maintain 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 individuals seeking assistance.
- Establish a trusting relationship with program participants using a person-centered approach, while maintaining appropriate boundaries.
- Conduct an initial intake and/or meeting with each participant to identify needs, strengths, preferences, and barriers.
- Set housing-related goals with each participant and establish an action plan based on the initial intake meeting to determine the next steps with the individual.
- Track progress of plan and provide individualized support as needed for success.
- Ensure that services provided are based on principles and best practices in the sector, including motivational interviewing strategies, trauma-informed care, harm reduction models, housing first, and secondary trauma.
- Maintain confidentiality of the participant and any personally identifiable information at all times.

Resource Navigation

- Use information from the initial intake meeting to help participants apply for housing resources, public assistance programs or other resources for which they may qualify.
- Research and navigate 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.
- Sit side-by-side with the individual 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 service agencies, shelter providers, employers, educational institutions).
- Serve as a liaison between the participant and the systems they are accessing as needed.
- Actively address systemic inequities related to housing and accessing housing resources by dismantling barriers.
- Advance equity initiatives in housing and prioritize serving historically underserved communities.

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

- Practice inclusive and thoughtful behavior in building rapport with program participants, site stakeholders and program staff; maintains professional boundaries.
- Communicate regularly and effectively with program staff, and site personnel.
- Report 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.
- 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).
- Be an ambassador of the program by submitting service 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.
- Positions that require driving will require a valid driver's license and the ability to pass a driving record check. Some positions require access to a personal vehicle for transportation.
- 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

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

Position Description Continued



Ampact will not discriminate for or against any AmeriCorps service member or applicant on the basis of race, color, creed, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, familial status, military service, or any other category protected by law.

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