

Position Description



Position Title	Resettlement Housing Navigator
Program	Minnesota Resettlement Corps
Reports to	Program Coach and Site Supervisor

Position Summary

The Resettlement Housing Navigator supports the long-term resettlement of immigrants and refugees in Minnesota. This position will establish a relationship with each family on their caseload and assist them in maintaining housing stability, learning the U.S. housing system, and integrating into the community. This is an AmeriCorps service member position with the Minnesota Resettlement Corps.

Essential Functions

Support Housing Stability

- Support clients with stabilizing current housing or securing new housing when necessary to promote stability. Support clients in communicating with landlords and property managers, including requesting repairs.
- Support clients with accessing assistance programs such as rental assistance, public benefits, energy assistance, and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Assist clients with applying for public housing programs.
- Connect clients with employment services to help clients increase household income.
- Connect clients with Resettlement Network services as needed for household needs.
- Support clients with understanding the housing system, including leases (content, renewal, giving notice, etc.), paying rent, paying utilities, rules and processes at rental location (mail, laundry, common spaces, trash, recycling, quiet hours, supervision of children), housing rights and responsibilities, and being a good tenant and neighbor.
- Support clients with developing a housing budget and accessing resources to help with costs such as assistance programs.

Community Engagement and Integration

- Support participants with activities to promote integration into the community, including connecting them with resources in the neighborhood (grocery stores, convenience stores, banks, food shelves, etc.) and recreation opportunities (parks, community centers, etc.)
- Support participants with learning public transit routes in and around home and to destinations important to the household
- Serve as a liaison between the participant and the systems they are accessing, as necessary.

Data Management and Confidentiality

- Maintain documentation of services provided, participant activities, and progress toward goals.
- Provide complete, accurate, and timely documentation of data using required data systems.
- Maintain participant confidentiality at all times.

Communication and Professional Conduct

- Create a welcoming environment for clients, and work to establish a relationship with all in caseload.
- Respond to client, potential client, pro-bono attorney, community, and partner inquiries and appropriately refer questions higher in the agency as needed.
- Work collaboratively with other individuals who are helping clients with their goals (e.g., other programs at host site, Resettlement Network partners, community service providers, Resettlement Programs Office staff).
- Promote an environment that eliminates discrimination, harassment or favoritism of any sort and adheres to site and Ampact policy. Resolve conflicts and recognize when a conflict must be referred to a higher level. Model appropriate behavior and treat all clients and colleagues with respect and dignity at all times.

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 training sessions, meetings, and coaching sessions; travel as necessary.
- 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.
- Attend service site-sponsored activities to represent the Resettlement Corps and promote services.
- Be an ambassador of the program by submitting Great 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.
- Positions that require driving will require a valid driver's license and ability to pass a driving record check. Some positions require access to a personal vehicle for transportation.
- Strong interest in working with immigrant and refugee communities and affecting systems change at an interpersonal level.

Preferred Qualifications

- Lived experience as an immigrant, refugee, and/or asylee to the United States
- Proficiency in a language(s) other than English

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