

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL  
7 NORTH 31<sup>ST</sup> STREET  
BILLINGS, MT**

***VACANCY ANNOUNCEMENT***

**~EXTERNAL/INTERNAL~**

**POSITION:** Housing Navigator

**PROGRAM:** Emergency Services

**WHO MAY APPLY:** All Qualified Individuals

**WORKSITE:** 7 N 31<sup>st</sup> Street, Billings

**RATE:** Competitive

**HOURS:** 40 hours per week

**SCHEDULE:** Some flexibility

**OPENING DATE:** Immediately

**CLOSING DATE:** Until Filled

**WORK SCHEDULE:** To Be Established By Supervisor

**QUALIFICATIONS:** See Job Description

**HOW TO APPLY:** Submit Completed HRDC Application Form located at [www.hrdc7.org](http://www.hrdc7.org) along with Current Resume and Cover Letter to:

**DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL  
P.O. BOX 2016  
7 North 31<sup>st</sup> Street  
BILLINGS, MT 59103**

HRDC is an Equal Opportunity Employer



## **JOB DESCRIPTION**

### **DISTRICT 7 HUMAN RESOURCES DEVELOPMENT COUNCIL**

<b>Job Description Title:</b> Housing Navigator	<b>Department/Program:</b> Emergency Services
<b>Reports To (Title):</b> Program Director	<b>FLSA Status:</b> Non-Exempt
<b>Supervisory Position:</b> No	<b>Position Status:</b> Full-Time
<b>Prepared By:</b> Human Resources	<b>Revision Date:</b> January 11, 2022

### **JOB SUMMARY**

Under the supervision of the Program Director and in accordance with the direction and mission of District 7 HRDC, the Housing Navigator is delegated the responsibility of working directly with prospective property owners/managers and Client Advocates to promote permanent housing opportunities for homeless individuals and families using HRDC services.

The Housing Navigator conducts outreach and provides education information regarding subsidies, security deposit assistance, and support from a single point of contact. The incumbent will also facilitate rental education in the community.

### **MISSION OF THE ORGANIZATION**

Through its mission, HRDC-7 empowers people in need through the mobilization and development of community services creating opportunities for success in Big Horn, Carbon, Stillwater, Sweet Grass, and Yellowstone Counties. All HRDC-7 activities focus on 3 national goals:

- 1) Individuals and families with low incomes are stable and achieve economic security.
- 2) Communities where people with low incomes live are healthy and offered economic opportunities.
- 3) People with low incomes are engaged and active in building opportunities in communities.

### **ESSENTIAL DUTIES**

The requirements listed, are representative of the knowledge, skills, and abilities necessary to perform the essential functions of the job. To perform this job successfully, an individual must be able to carry out each task satisfactorily and perform other duties as assigned.

- In consultation with the assigned Client Advocate and the homeless client, determine housing barriers, preferences, needs and goals. May assist client in completing SSI/SSDI and other entitlement applications.
- Assist clients applying and/or currently receiving Emergency Rental Assistance. Provide housing stability to all housing clients and maintain detailed up to date case notes.
- Complete and review VI-SPDAT scores to match clients to housing type via Coordinated Entry System protocols.
- Network and collaborate with area Housing Resources and maintain a presence at all meetings.
- Maintain a relationship with exiting property managers/owners and establish new relationships with those willing to house HRDC clients.
- Establish updates, maintain and communicate a list of available housing opportunities multiple times during the week.
- Consistently meet all agency assigned outcome goals with respect to number of rental property contacts and number of people served, and exited to permanent housing.
- Prepare materials for making presentations to realtors, property managers and property owners or groups thereof.
- Field inquiries from prospective property owners and clients to provide information on HRDC services, address client needs and ensure submission of completed housing applications where appropriate.
- Assist clients in their search for housing, filling out rental applications, interpreting leases and understanding tenant rights and responsibilities.
- May attend inspections and meetings with landlords to advocate on the client's behalf.
- Assess for compliance with industry regulations and inspection readiness.
- Case Conferencing – a) Ensure effective service delivery by notifying Client Advocates of all housing opportunities and coordinating individualized housing plans with clients and their assigned Client Advocate. b) Mediate with landlords, obtaining utilities and making moving arrangements when indicated. c) Gather intake data from potential clients to determine if they might be assisted with housing counseling and/or a referral to another program or agency that can assist with their needs.
- Maintain Client Records – a) Maintain accurate documentation of service objectives and outcomes as well as other services in accordance with Federal, State, County and guidelines, b) Maintain client related data systems, including case notes and HMIS entries; c) Maintain a Property Manager/Owner Contact Log to meet set expectations, d) Prepare related reports including but not limited to: outcomes, successes, etc.;
- Familiarity with current housing market information, housing trends and available resources.

- Knowledge of effective business/professional contact techniques and etiquette.
- Complete special projects as assigned. Be flexible in assuming new duties and perform other duties assigned and determined to be productive and efficient for the continuing improvement of the agency.

**Additional Knowledge, Skills and Abilities:**

- Experience in a social services setting with working knowledge of case management systems and planning techniques.
- Ability to obtain SOAR (SSI/SSDI Outreach, Access and Recovery) certification for both youth and adults to assist in SSI/SSDI entitlement applications.
- Knowledge of housing resources, subsidy programs, and the Continuum of Care for homeless persons.
- Experience working with homeless individuals and families is strongly preferred;
- Must be proficient in the following computer applications – Microsoft Word, Excel and Outlook.
- This position requires the ability to solve problems, pay attention to details, organize and attend community events, and follow verbal and written instructions. Strong organizational skills and the ability to work independently are required.
- Effectively **communicates** on all platforms.
- Demonstrates **dependability** and **punctuality**.
- Adheres to a consistent work schedule.
- Demonstrates **professionalism** in the workplace.
  - Maintains professional boundaries with participants;
  - Must have the ability to work with low income and disadvantaged people by modeling an unbiased, non-judgmental attitude.
  - Demonstrates positive and appropriate interactions with coworkers and management.
  - Contributes to a harmonious and productive work environment.
  - Must be a team player to ensure overall program success.
- Brings creative suggestions and potential solutions to direct supervisor regarding work barriers and team efficiency.

**MINIMUM QUALIFICATIONS**

**Education and Experience:**

Bachelor's degree in Human Services or related field; and at least four (4) years' experience in related

field, or equivalent combination of education and experience to fully meet the minimum requirements for the position.

Must possess a valid Montana Driver’s License, proof of personal automobile insurance and must meet insurability requirements for agency automobile insurance policy.

**PHYSICAL DEMANDS**

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.

The employee must occasionally move up to 20 pounds; maintain a stationary position while using a computer; frequently communicate with co-workers and members of the community on the phone, in writing and in person; needs to move about inside the office to access file cabinets, office machinery, etc.

**WORK ENVIRONMENT**

The work environment is typical of that of an office setting. The employee must occasionally move up to 20 pounds; maintain a stationary position while using a computer. Tasks will involve extended periods of time at a keyboard or work station.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that **HRDC-7** reserves the right to revise or change this job description as the need arises.*

*I have reviewed this job description and received a copy.*

\_\_\_\_\_  
Employee Signature Date

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_