Housing and Resource Navigator

ECHO is looking for a Housing and Resource Navigator to assist homeless households who are participants on the Coordinated Entry Prioritization List with accessing permanent housing. The Housing and Resource Navigator consults with local service providers to identify appropriate housing opportunities for clients and conducts outreach with local landlords to inform them of local housing programs, including but not limited to Rapid Re-Housing and Permanent Supportive Housing. The ideal candidate has excellent communication and multitasking skills, a positive attitude, and a strong work ethic.

Responsibilities
- Conduct assessment to determine clients' housing barriers, needs, and preferences to develop an action plan to secure housing.
- Assist client with housing search mainly by contacting landlords and scheduling showings, but also by providing leads to clients and coaching client on how to speak with potential landlords and transport clients by car to showings as needed.
- Conduct inspection of potential housing units for compliance with requirements for habitability, lead-based paint, and rent reasonableness.
- Seek and maintain current information about available community resources, programs and services for clients.
- Conducts outreach and recruitment of local landlords to inform them of the local service providers housing programs including but not limited to Rapid Re-Housing and Permanent Supportive Housing.
- Provide client support, mentoring, and assistance with the navigation of community resources and services in the interest of aiding clients to progress toward greater self-sufficiency as it relates to their basic needs, educational, and financial goals.

Special Skills/Knowledge
- Demonstrated experience in establishing and maintaining effective working relationships with clients, staff, landlords and community agencies
- Demonstrated experience completing assignments and projects on time
- Demonstrated experience working in a fast-paced environment and shifting gears quickly to accommodate change
- Ability to deal calmly, patiently and effectively with tense situations
- Ability to express empathy when working and communicating with diverse client populations
- Demonstrated experience handling client’s requests and addressing potential obstacles by being resourceful

Requirements
- Proficiency in Microsoft Office Suite
- Proficiency in FileMaker Pro is a plus
- Following Agency’s Code of Ethics and Confidentiality Rules
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Bachelor’s degree in Social Work or related field.
- Must have valid driver’s license with satisfactory driving record
- Must have auto insurance liability limits of 100,000/300,000/50,000 within 30 days of hire

Supervisory Responsibility
This position has no supervisory responsibilities.

Work Environment
This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
Physical Demands
This is largely a sedentary role; however, some filing and donation receiving is required. This would require the ability to lift up to 50 pounds, open filing cabinets, bend or stand as necessary.

Position Type and Expected Hours of Work
This is a full-time position. Days and hours of work are Monday through Friday, generally from 8:00 a.m. - 5:00 p.m. based on client need.

Please Note:
This posting is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position.

ECHO, Inc. is an Equal Opportunity/Affirmative Action Employer. As an Equal Opportunity Employer, we do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, genetic information, or any other status protected by federal, state or local law.