



**TITLE:** Housing and Resource Navigator  
**SUPERVISOR:** Directly to Operation Supervisor; Also responsible to the Executive Director and Social Service Staff Supervisor  
**REVISED:** April 11, 2022

### **ESSENTIAL DUTIES AND 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 clients 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.
- Actively seek housing opportunities through digital means as well as conducting in-person searches throughout the community.
- 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.
- Alert Executive Director to client, agency, facility, or community concerns.

### **Other Responsibilities**

- Other duties may be assigned by the Operation Supervisor, Social Service Staff Supervisor, or Executive Director.

**QUALIFICATIONS:** *Education: Bachelor's degree in Social Work preferred, or a degree in another human services field with human services experience. Person with less than a bachelor's degree, but with advanced education or experience in human services or at a volunteer agency may be considered. Computer skills required. Spanish as a second language is a plus. Verbal and written communication skills. Knowledge of the community and area resources. A belief in the mission and objectives of ECHO, and an ability to work with member churches, volunteers and others in the*

*community toward carrying out those objectives. Compassion, and ability to work well with many types of people. A commitment to ethical responsibility to clients and maintaining client privacy and confidentiality. Organizational skills, flexibility and ability to work independently and also cooperatively within the agency and in the community.*

**PHYSICAL QUALIFICATIONS:** While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:** The noise level in the work environment is usually moderate.

**TERMS:**

.75 to 1.0 FTE, hourly position, assuming hours average about 32-40 hours per week.

The regular office hours and additional hours, as approved by the Executive Director, within the overall budget recommendations of the Executive Committee.

Benefit package includes medical, holiday, vacation, and personal time.

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.