



CHANGING HOMELESSNESS, INC.

JOB DESCRIPTION – SUPPORTIVE SERVICES VETERAN FAMILIES (SSVF) HOUSING NAVIGATOR – DAYTONA

Job Title:	Supportive Services for Veteran Families (SSVF) Housing Navigator – Daytona
Job #:	5411
Department:	Veteran Services
Employee Type:	Full time, hourly
Exemption Status:	Non-Exempt
Salary Range:	\$46,000 - \$51,000
Reports to:	SSVF Daytona Team Lead

Position Summary:

This Housing Navigator position will be based in the Daytona Beach Office and service Volusia County. This position will partner extensively with the SSVF Program and Orlando Veteran Affairs Medical Clinic (Orlando VAMC).

Ending Veteran homelessness in the Daytona Beach community will require innovative practices and solutions. This new position is responsible for facilitating the rapid housing placement of Veterans experiencing homelessness that are enrolled in both the SSVF and HUD-VASH Programs. The position will function as a dual case manager and housing specialist, working with clients to assess their housing preferences and needs, and connect them with appropriate housing vendors that have been identified. To accomplish these goals, the job functions will include, but not be limited to, conducting

housing assessments with clients, transporting clients to housing opportunities, conducting inspections, creating financial assistance requests for placement, identifying new landlords through physical and electronic searches, and attending case conference meetings.

Position Responsibilities:

- Works with client, SSVF Case Manager, and/or VASH Social Worker to thoroughly assess Veteran's housing preferences and needs for future placement
- Communicate weekly, at a minimum, with Veteran to ensure Veteran is engaged in housing process
- Accompany and/or transport client to housing opportunities
- Assist Veteran in applying for and the gathering of documentation for move-in
- Proactively seek out new housing opportunities for Veterans experiencing homelessness
- Develop and maintain collaborate relationships with landlords and property managers (private, commercial, and non-profit) through regular contact and positive engagement
- Ensure vendor and unit-specific information is entered in Padmission
- Give regular updates to regular stakeholder groups, including SSVF/Built for Zero meetings and Continuum of Care committee meetings
- Research, develop and maintain knowledge of landlord/tenant laws.
- Investigate tenant/landlord complaints and facilitate conflict resolution between parties involved.
- Act as liaison between landlord, client and the SSVF Case Manager/VASH Social Worker, as needed
- Demonstrates a commitment to Housing First and to serve all people with respect and compassion.
- Maintains records for any activities performed on a case in the Homeless Management System (HMIS) and other databases for reporting purposes
- Other duties as assigned

Position Requirements:

- Educational background can be diverse; however, a degree in a related field or a minimum of three (3) years of relevant work experience preferred
- Experience working or volunteering in nonprofit or government settings addressing housing or other social services preferred
- Lived experience with homelessness preferred
- Veterans and/or experience working with Veterans preferred
- Must be eligible to work within the U.S. and provide supporting documentation
- Must pass a Level II background check
- Must pass a federal-level drug screen; possession of a medical marijuana card is currently not acceptable under federal law
- Must have a clean 3-year driving history with no points
- Must provide proof of auto insurance, have a valid driver's license, and a registered vehicle without known issues or faults to complete essential job functions

Knowledge, Skills, and Abilities Required:

- Passion for ending Veteran homelessness
- Strong interpersonal and written and verbal communication skills
- Skill in organizing resources and establishing priorities
- Working knowledge of community resources
- Skilled at building trust and rapport with people from diverse backgrounds
- Ability to work alone on own initiative, often with minimum supervision, as well as part of a small team
- Knowledge of federal, state and/or community funding sources and mechanisms
- A strong public service orientation to work well with faculty, staff, and other stakeholders
- Ability to foster a cooperative work environment
- Flexibility
- Skilled in the use of personal computers, including knowledge of Microsoft Office, and ability to learn and correctly enter data into the Homeless Management Information System
- Ability to work with a diverse team in a fast-paced environment
- Enthusiasm and the ability to thrive in an atmosphere of constant change
- Ability to maintain confidentiality of identifying client information

Physical Demands:

- Periods of walking, standing, or sitting in an office or field environment for service provision
- Limited physical effort required; however, the employee must occasionally lift and/or move up to 15 pounds
- Ability to operate a motor vehicle, local travel is required

Non-traditional candidates are welcome to apply. Candidates who are current clients or have received services within the past 90 days are not eligible for consideration. Former staff eligible for rehire must wait at least 90 days from their termination date before reapplying. Changing Homelessness, Inc. does not discriminate in any personnel action on the basis of race, color, religion, sex, national origin, age, disability, veteran status, pregnancy, childbirth and related medical conditions, or any other status protected by applicable law. Changing Homelessness, Inc. is an E-Verify participant.