



CHANGING HOMELESSNESS, INC.

JOB DESCRIPTION – SSVF NAVIGATOR – ALBANY

Job Title:	Supportive Services for Veteran Families (SSVF) Navigator - Albany
Job #:	5503, 5504
Department:	Veteran Services
Employee Type:	Full time, Hourly
Exemption Status:	Non-Exempt
Salary Range:	\$40,000 - \$45,000
Reports to:	SSVF Albany Team Lead

Position Summary:

This position is responsible for ensuring eligible Veterans are connected to the Supportive Services for Veteran Families (SSVF) program and other VA, mainstream, and community resources. The SSVF Navigator will assess Veteran families to determine the most appropriate homeless intervention and referrals. The SSVF Navigator will coordinate with the SSVF Eligibility Screening Specialist during the intake process and until assignment with an SSVF case manager. The SSVF Navigator will also ensure that Veterans that do not qualify for SSVF are provided alternative services and resources. In Albany, they are also responsible for performing both outreach and navigation duties to identify prospective clients in the community and connect them with SSVF services if veteran and income eligible. This added component involves working closely with the VA, local government, community partners, and SSVF Eligibility Screening Specialist to be successful.

Position Responsibilities:

- Engages and builds rapport with Veteran families experiencing homelessness or at imminent risk of becoming homeless
- Assesses Veteran families for program eligibility
- Generates appropriate referrals to SSVF program & other community resources
- Coordinates emergency services for literally homeless clients



- Prepares clients for intake and assists them through the intake process
- Assists clients in obtaining eligibility documentation, which may require providing needed transportation to obtain the documentation
- Ensures all eligible Veterans are assigned a case manager within 3 business days of identification
- Maintains outreach and engagement records on all individuals engaged, referred, and screened in the Homeless Management System (HMIS) and other databases for reporting purposes
- Enters data into the various databases and systems in a timely manner, i.e. meet the standard of HMIS data entry within 24 hours
- Transports clients as appropriate for housing search, and access to other community resources such as food banks, clothing banks, employment search, etc.
- In cooperation with the Systems team, works on identifying clients in the most need and assists in linking with resources including housing
- Works a flexible schedule in order to meet the needs of the client, agency, and programs within the grant
- Welcomes visitors to the agency, answers and refers inquiries in person and by telephone
- Maintains security by following procedures; monitors logbook; issues visitor badges
- Function as a team member and share in the responsibilities required to maintain operations and serve the mission of the organization. This includes, but is not limited to:
 - Attending events
 - Obtaining training
 - Undertaking research
 - Traveling
- Other duties as assigned

Position Requirements:

- Educational background can be diverse; however, a degree in a related field or a minimum of two (2) 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
- 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:

- 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

Non-traditional candidates are welcome to apply. 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.