



**JOB TITLE:** Senior Housing Navigator

**DEPARTMENT:** Coordinated Entry

**REPORTS TO:** Coordinated Entry Director

**DIRECTLY SUPERVISES:** None

**FLSA:** Exempt

**SUMMARY:** The Senior Housing Navigator plays a central role in the Memphis/Shelby County Coordinated Entry System (CES). The Senior Housing Navigator is responsible for the oversight of all housing navigation coordination, including maintaining relationships with partner landlords, Memphis Housing Authority, community partners, and local service providers. The Senior Housing Navigator will work closely with the CES Director and VP of Programs to oversee the process of assisting individuals and families with moving into permanent housing.

**DUTIES AND RESPONSIBILITIES:**

- Receives and assesses the needs of participants from the CES, including identifying appropriate interventions necessary to address and resolve housing crisis.
- Responsible for the promotion of low-barrier and Housing First principles for all program-eligible participants.
- Develop a comprehensive outreach strategy to maximize landlord participation, community engagement and increases community awareness.
- Conduct targeted outreach to owners/property managers of rental units to educate them on the benefits of program participation.
- Conduct targeted outreach to local service providers and community partners to educate them on the benefits of all housing navigation programs.
- Oversee, maintain, and regularly update the landlord/housing list with detailed information to assist in matching program participants with suitable housing options.
- Oversee community partners engagement to ensure that they to support program participants in completing applications and applying for supportive

documentation to accompany admissions applications (i.e., self-certifications, birth certificate, social security card, etc.).

- Track MHA and other housing navigation programs referrals to ensure continued progression through the housing process for housing navigation programs
- Support MHA, partner agencies and local service providers in ensuring appointment notifications go to MHA participants and assist participants in getting to meetings with the MHA or partner agencies.
- Provide support to community partners who are assessing individuals and families who may require additional resources (resource referral form) for assistance on security deposits, utility hook-up fees, and utility deposits.
- Represent Community Alliance for the Homeless in the community by attending planning and committee meetings.
- Attend recommended training and conferences to ensure the development of the knowledge base.
- Perform other related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities

#### **QUALIFICATIONS:**

- Bachelor's Degree (BA) from a four-year college or university preferred in a field of human services, or two years of related experience and training, or equivalent combination of education and experience.
- Experience in human services, property management or leasing, or a similar field.
- Understand the basics of landlord-tenant law, rental contracts, and fair housing requirements to assist landlords, program participants, and case managers.
- Demonstrate organizational skills with the ability to meet a demanding workload and work with a diverse set of stakeholders.
- Certificates, Licenses, and registrations required:
  - Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.
- Other skills required:
  - Knowledge and experience in the use of computer-based systems.
  - Passion for combating homelessness, domestic violence, substance abuse, and mental illness.
  - Ability to maintain a positive approach with community partners.

#### **COMPETENCIES:**

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethics; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Change Management** - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify plans; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Includes staff in planning, decision-making, facilitating, and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and

competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Quantity** - Meets productivity standards; Completes work on time; Strives to increase productivity; Works quickly.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

---

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**ACKNOWLEDGEMENT- CAFTH SENIOR HOUSING NAVIGATOR**

I have read the foregoing job description and understand the responsibilities of the job. I agree that I can perform the essential duties of this position.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Supervisor Name

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

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date Signed

\_\_\_\_\_  
Date Signed

September 2022