

**Job Title:** Housing Navigator      **Job Classification:** Temporary / Full time / Non-Exempt  
**Department:** Safer Ground      **Reports to:** Program Manager

### Company Overview

Celebrating its 50<sup>th</sup> anniversary in 2020, Berkeley Food and Housing Project (BFHP) has a clearly stated mission and purpose: *to ease and end the crisis of homelessness in our community*. Every program in each region; Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County, and Amador County supports this mission and everyone who works for or on behalf of BFHP understands and is dedicated to this mission and purpose. With programs ranging from free meal service to permanent supportive housing, BFHP provides a continuum of care to accommodate a broad spectrum of specialized needs. The Agency's mission is responsive to the constituency and communities served by it and of value to the society.

### Position Summary

Under the supervision of the Safer Ground Program Manager, the Housing Navigator will be responsible to provide case management and housing placement services to homeless individuals in order to facilitate their progress from homelessness to stability and eventually self-sufficiency. Homeless individuals 65+ of age and/or those with pre-existing medical conditions who are at risk of complications if exposed to the COVID-19 virus will be placed in two Berkeley motels. The Housing Navigators will work with these individuals to get them housing document ready and placed in permanent housing.

### Essential Duties and Responsibilities

- Responsible for client intake process, initial assessment, and case plan development.
- Provide assistance with intensive housing and vocational resources to clients in the program.
- Develop individual housing case plans and provide ongoing housing search activities.
- Assist participants with housing searches, benefits enrollment, completion of housing applications, and financial assistance for move-in and lease agreements.
- Maintain/update data (Client Enrollment Log) on a weekly basis.
- Create and maintain complete Client Charts and electronic (HMIS) case files to record all documentation.
- Assist the Program Manager to maintain accurate records and prepare monthly statistical and narrative reports.
- Generate, analyze and organize reports to present to funders on a monthly basis in collaboration with the Program Manager.
- Work closely with other agency case managers and counselors to ensure consistency in philosophical and practice approaches to services.
- Monitor the local housing rental markets by keeping abreast of market rental rates, supply and demands of housing and other related conditions.
- Develop partnerships with property managers and landlords throughout Alameda County and maintain a database of landlords and available properties.
- Develop and maintain relationships with all local Housing Authorities in Alameda County.
- Provide information about affordable housing options, housing subsidy programs (including the S+C and Section 8 lottery) to participants.
- Assist participants with review of lease agreements and move-ins.

**Effective Date: 07.01.2020**

- Attend and participate in all assigned program and external meetings including case conference meetings with medical and mental health staff from outside agencies.
- Work within the framework of BFHP's Code of Conduct.
- Complete all Privacy and Security Training required by BFHP; maintains confidentiality regarding clients, personnel and other internal agency affairs.
- Attend and participate in all assigned program and external meetings.
- Be responsible to other staff, clients, BFHP and its stakeholders both for your actions and your decisions not to act.
- Conduct business in accordance with the Team Handbook, exercising sound judgment and serving the best interests of BFHP and the community.
- Commit yourself to treating each community member with the respect and dignity.
- Perform other tasks as assigned by supervisor.

### **Qualifications**

- Bachelor's Degree in Social Services or related field preferred.
- Commitment to serving homeless individuals. Prior three (3) years' experience providing case management services to homeless and low income individuals and individuals with mental health or substance abuse issues.
- General knowledge of local community resources.
- Proficiency with PC Computer systems and Microsoft Office (Word, Excel, etc.).
- Ability to maintain professional conduct, attitude and appearance at all times; interact in a supportive and professional manner with staff and clients of diverse cultural and economic backgrounds.
- Good written and oral communication skills.
- Good conflict resolution skills.
- Ability to meet deadlines and complete multiple tasks in a timely manner.
- Capacity to work independently and as part of a team.
- Ability to maintain professional conduct, attitude and appearance at all times.

### **Special Requirements**

- Must have a valid driver's license, reliable personal vehicle and clean DMV record.
- Must be able to obtain background check clearance.
- Must obtain and maintain First Aid and CPR certification.

### **Physical Requirements**

- The employee is regularly required to use hands to type, handle, feel
- The employee is frequently required to climb stairs, walk, sit, talk and hear
- The employee is occasionally required to stand, stoop, kneel, crouch or reach
- The employee must occasionally safely lift and/or move up to 50 lbs.
- Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

*(acknowledgment signature on next page)*

**Effective Date: 07.01.2020**

3225 ADELIN ST  
BERKELEY, CA  
94703



O: 510.649.4965  
F: 510.601.2619  
www.bfhp.org

---

***I have received a copy of my job description and understand all of my responsibilities.***

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

**Effective Date: 07.01.2020**