

Job Title: Housing Navigator

Classification: Regular, Full Time

Department: Roads Home

Reports to: Program Manager

Company Overview

For more than 50 years, Berkeley Food & Housing Project (BFHP) has provided a comprehensive range of housing, food, and support services to help those in need move from homelessness into a safe and affordable home of their own. We serve in six counties in the bay area - Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County. We are proud of our team members who are very dedicated in our mission *to ease and end the crisis of homelessness in our communities.*

Program Overview

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venue-based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

Position Summary

The Housing Navigator supports the Roads Home Program's effort through landlord engagement, retention, and collaboration with other housing agencies. The Housing Navigator is the liaison for all landlords and property management personnel and the Roads Home program and its clients. This position acts as a housing advocate for Veteran households by negotiating housing options on behalf of Veteran households in enrolled in the Roads Home program. The position will support Veteran households in complying with housing rules through various tenant rights education and life skill trainings.

Essential Duties and Responsibilities

- In partnerships with the Housing Services Coordinator, build relationships with landlords in the Counties Roads Home serves
- In partnership with the Housing Services Coordinator, create and maintain a landlord listing database
- Match landlord qualifications with client needs
- Perform or arrange housing inspections prior to move-in
- Collect and keep files of income certifications, calculations of subsidies and lease approvals for participants' direct lease contracts.
- Maintain a database of all clients housed including date and location of permanent housing
- Conduct regular home visits to clients who are housed

- Ensure that all regulatory agreements, contracts, and fair housing laws are met as they relate to housing
- Provide program participants with the housing resources needed to reach their permanent housing goals
- Provide individual and in group education regarding housing retention, tenancy skills and money management
- Coordinate eviction prevention services and follow up with landlords
- Adhere to laws regarding confidentiality and reporting requirements; maintain knowledge of current HIPAA certification standards
- Have a clear understanding of PTSD, Traumatic Brain Injury, alcohol and drug dependency and other mental health issues
- Assist with the client intake process and initial assessment; create and maintain new client files electronically as needed
- In partnership with the Case Manager, assist clients in meeting basic needs for food, shelter, medical /mental health care, ID's, etc, as needed.
- Document all services provided through HMIS data base, including client intakes, program entry and program exit
- Participate in weekly department staff meetings and case conferences
- Some weekend and evening hours may be required
- Perform other related duties as required by supervisor
- Work within the framework of the agency's Code of Conduct
- Exercise responsibility appropriate to the positions and delegated authorities
- Be responsible to everyone else, the agency and its stakeholders both for your actions and your decisions not to act
- Conduct business in accordance with the BFHP Employee Handbook, exercising sound judgment and serving the best interests of the agency and the community
- Commit yourself to treating each community member with respect and dignity

Negotiate rental agreements with landlords, conduct housing inspections, and assist participants with review of lease agreements and move ins.

Qualifications, Skills and Abilities

- Bachelor's Degree in Social Welfare, Business or related field; or and three years of direct experience in real-estate, property management, or housing support.



- Commitment and knowledge of issues related to homelessness, veterans, mental health
- Excellent knowledge of local housing markets in the Counties Roads Home serves
- Ability and comfort with conducting single staffed home visits
- Capacity to set priorities in consultation with supervisor
- Good conflict resolution skills
- Ability to meet deadlines and complete multiple tasks in a timely manner
- Excellent written and oral communication skills
- Ability to maintain professional conduct, attitude and appearance at all times
- Capacity to work independently and as part of a team
- Proficiency on PC computers, Windows, Microsoft Suite and databases, and ability to perform word processing, data entry, and other tasks at a computer work station
- Ability to use a reliable personal vehicle for travel to staff meetings, meetings with landlords and other community members, meetings with clients, and to conduct home visits
- Ability to work some weekends and evenings as needed
- Veterans given preference in all SSVF hiring;

Special Requirements

- Must have a valid driver's license and clean DMV record.
- Must be able to obtain background clearance.
- May be required to lift or move up to 50 lbs.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time

Pay: \$25.75 per hour

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

Staff Signature _____

Date _____



**BERKELEY FOOD &
HOUSING PROJECT**

3225 Adeline Street, Berkeley, CA 94703
info@bfhp.org | 510.649.4965 | BFHP.org