

Newcap, Inc.

JOB DESCRIPTION

JOB TITLE:	Housing Navigator
FLSA STATUS:	Exempt
JOB GRADE:	Non-Exempt- Full-Time
REPORTS TO:	Case Manager Supervisor

GENERAL SUMMARY:

- ❖ Work closely with prospective property owners and managers to promote housing opportunities for households that are experiencing homelessness and those that are at-risk of homelessness.
- ❖ Conduct outreach and provide educational information regarding subsidies, security deposit assistance, support the property owner/manager from a single point of contact, cost savings via tenant turnover.

AGENCY EXPECTATIONS:

1. Adhere to agency policy and procedures.
2. Exceptional Communication and organizational skills.
3. Maintain a positive and respectful attitude.
4. Demonstrate flexible and efficient time management and ability to prioritize workload.
5. Consistently report to work on time prepared to perform duties of position.
6. Has a strong work ethic having the needs of the organization and the clients as the primary priority.
7. Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
8. Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
9. Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Outreach

- ❖ Become active in the landlord community to identify housing opportunities for households experiencing homelessness and those at-risk of becoming homeless with barriers.
- ❖ Be knowledgeable about and in attendance at landlord associations, real-estate industry, and networking events.

- ❖ Coordinate with the local housing authorities, housing and homeless service providers and housing team.
- ❖ Develops outreach programs and strategies to bring awareness of Newcap and our services
- ❖ Serve as the primary point of contact for landlords concerns and complaints, acting as a liaison to connect landlords, tenants and the housing case managers for those in Newcap housing programs

Tenant Education

- ❖ Educate households in their search for housing such as identifying housing, filling out rental applications, interpreting leases and understanding tenant right and responsibilities
- ❖ Work with clients on a one-on-one basis to provide education, guidance and referrals tailored to each client's unique circumstances.
- ❖ Teach and model landlord relationship building and communication

Administrative Activities

- ❖ Create and/or maintain a database of landlords and properties and the relevant selection criteria they utilize. Communicate updates to relevant staff and community partners.
- ❖ Prepare case-related reports including outcomes, successes, and challenges
- ❖ Responsible for duties related to the follow-up of clients that are seeking housing.

Agency Intake:

- ❖ Take calls from clients in need of agency programs, ask screening/ qualification questions.
- ❖ Refer to appropriate agencies or begin application process by sending application packet.
- ❖ Maintain knowledge of all Newcap programs and related community programs and services.
- ❖ Maintain relationships and network with other community-based service providers.
- ❖ Enter all information into Captain database.
- ❖ Responsible for other duties as assigned or required

WORKING CONDITIONS:

This work is generally performed in an office environment and in the community in the following counties: Florence, Forest, Langlade, Marinette, Menominee, Oconto, Oneida, Shawano, Vilas. Some overnight and out of state travel may be required.

EFFORT:

Long periods of time working at a computer terminal. Use of keyboard may be stressful to hands or wrists. Must be able to see, hear and speak. Frequent handling and fingering, reading, working with information, standing, walking. Occasional lifting to 25 pounds, reaching, and climbing.

MACHINES, TOOLS, EQUIPMENT:

Computer, cell phone, printer, photocopy machine, fax machine, calculator, shredder, telephone.

MINIMUM QUALIFICATIONS:

- ❖ Knowledge of housing resources
- ❖ 2 years of real estate or property management, preferred
- ❖ Bachelor's Degree in Business Administration, Human Services or comparable combination of education/work related experience required.

A combination of education, training and experience that results in demonstrated competency performing the work may be substituted.

ABILITIES REQUIRED:

- ❖ Ability to read, write using proper grammar/punctuation, and communicate effectively
- ❖ Possess organizational, planning and analytical skills.
- ❖ Computer skills
- ❖ Experience with word processing, spreadsheets, scheduling, project management, presentations.
- ❖ Ability to perform tasks with minimal supervision or oversight.
- ❖ Ability to work with individuals in a respectful and nonjudgmental manner
- ❖ Work collaboratively with Newcap coaching team to maximize experience for client and family

SPECIAL REQUIREMENTS:

- ❖ Must possess a valid driver's license.
- ❖ Must pass a background check.
- ❖ Must be able to maintain the confidentiality of any information encountered.

PHYSICAL DEMANDS:

Employee must be able to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Approved:

Employee Date

Supervisor Date

Human Resources Date

President/C.E.O. Date