

**Job Title: Service Navigation Supervisor**

**Reports to: Director of Programs**

**Education requirement: Bachelor's Degree**

**Experience Required: Minimum 1 year of full-time related work experience**

**Position is: Exempt, Full Time**

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**The Opportunity:**

Through multiple housing models (Emergency Shelter, Rapid Re-Housing, Permanent Supportive Housing, Bridge/Transitional Housing, Prevention) the Pathways of Hope team assists homeless individuals and families reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the client(s) to end their homelessness and obtain safe, sustainable, permanent housing. All client interaction is founded in Housing First and Trauma Informed approaches.

This position works exclusively on our Supportive Services program encompassing prevention and diversion services via the Individual and Family Coordinated Entry system (CES) and Access Point programming. The role requires a flexible work schedule including some weekend, morning and evening shifts, as well as reliable transportation to attend community appointments and client meetings. This position is primarily stationed on-site at our Hub of Hope food distribution and resource center and will spend significant time in the field performing Case Management on-site with clients, working with housing providers, and other associated tasks and duties.

**The Agency:**

Since 1976, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of Homelessness and Hunger in North Orange County. We have multiple housing sites and programming models that intersect at working to end homelessness and hunger across the greater North Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

**The Candidate:**

All Pathways of Hope employees must embrace a culture of teamwork, collective success and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess strong work ethic, a track record of successful problem solving, the ability to work independently, and an understanding of homelessness in Orange County. The ideal candidate understands that Services Navigation is a collaborative effort with clients.

**Job Summary:**

As part of the Supportive Services wing of the program team, the Service Navigation Supervisor is responsible for supporting individuals or family households by offering them supportive services, prevention and diversion services, and if necessary, assessment services to help screen clients for accessing emergency shelter or other housing programs. This position requires the assessment of clients seeking shelter for diversion eligibility, completing VISPDAT assessments with clients, the identification of immediate alternate housing arrangements, connection of eligible clients to appropriate services and financial assistance, and assistance with locating and securing permanent housing. This position will make referrals to partner agencies, track outcomes related to diversion activities, and assist, as needed, with the prevention services. Additionally, it requires spending considerable time with clients in immediate need and must be able to not only assess the situation, but offer empathy, brainstorm creative alternative solutions and help clients' immediate, basic needs. Mediation with family, landlords, and other interested parties will be a major responsibility for this position. The Service Navigation Supervisor will support the families through the completion of triage tool and a comprehensive housing action plan. The housing plan will outline the barriers to housing, necessary action steps, and the tasks to be completed by both the client and Service Navigation Supervisor.

This position will supervise the already existing Housing Resource Specialist on the team. There is scope for expansion in the number of support staff (upto 5) that will report to this position.

**Essential Job Duties:**

**Direct Client Support**

- Assess client for needed services and support
- Provide triage assessment and services to determine appropriate level of care and intervention
- Provide diversion efforts to support linking client(s) to natural supports
- Determine if additional assessment for housing is necessary after diversion intervention is completed
- Provide client(s) with tenant screenings, basic financial literacy, and tools for successful housing identification
- Ensure warm handoff between access point and matched housing agency
- Inputs client data in Homeless Management Information System (HMIS) and other sites accurately and in a timely manner
- Create schedules and regularly meet with recipient client(s), tracking progress toward goals in detailed case

- files with charts, progress notes, and outcome evaluation
- Apply knowledge of residential lease contracts to educate client(s) of their rights and responsibilities
- Assess housing barriers of families experiencing homelessness to determine housing and service needs. For each in-depth tenant screening, the Service Navigation Supervisor will create an individualized housing search plan
- Implement a trauma informed, strengths based and harm reduction plan to overcome barriers to obtain and retain housing
- Maintain contact with client until housing situation is resolved
- Serve as main point of contact for the services in North Orange County Service Planning Area (SPA)
- Makes appropriate referrals to the Client(s)' needs/provide information and referrals for ancillary services
- Support in the development of needed resources to ensure access to needed supportive services

**Supervision:**

- Responsible for managing and supporting the Housing Resource Specialist position
- Oversees policies and procedures for the prevention and diversion programs
- Conducts weekly supervision with support staff, individually
- Meets and communicates regularly with the Director of Programs regarding client challenges and status, staff and facility updates, ancillary programs
- Interviews and supervises program specific interns
- Responsible for the ongoing professional development of supportive staff

**Additional Duties:**

- Keep appropriate records and complete all forms in a confidential and professional manner
- Report success stories, progress, and statistics to the Supervisor
- Attend staff, case conferencing, and match meetings, as applicable
- Works with development team to create and document program achievements in the form of success stories and client photographs

**Qualification Guideline:**

**Knowledge of:**

- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths-based approach
- Anti-oppressive interventions and strategies
- Trauma-Informed Methods
- Proficiency in Microsoft Word, Excel, Access and Outlook
- Database Management, specifically HMIS

**Skills and Abilities:**

- Establish and maintain effective working relationships with co-workers, board members, volunteers, residents and vendors
- Respond to a crisis with the ability to deescalate situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and client stability and edification
- Plan, organize and prioritize duties
- Maintain confidentiality regarding client information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

**Salary Requirements:**

- Range: \$45,760-\$50,000
- Monthly phone stipend
- Monthly mileage reimbursement

**Special Requirements Include:**

**Knowledge / Skills / Abilities / Experience / Certifications / Education which may be Helpful or Preferred Include:**

- Knowledge of the Orange County area is helpful
- Knowledge of Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is preferred
- Maintain valid California Driver License and State-mandated Auto Insurance

**Physical Tasks and Working Conditions Include the Following:**

- Ability to lift up to 30 lbs

- May be required to work nights and/or weekends occasionally

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

**To apply, send cover letter and resume to:**

**Nishtha Mohendra at [nmohendra@pohoc.org](mailto:nmohendra@pohoc.org)**