

Job Title: Housing Service Navigator
Reports to: Community Programs Manager
Education requirement: Bachelor's Degree
Experience: Minimum 1 year of full-time related work experience, preferred
Position is: Full-Time Hourly, Non-Exempt

The Opportunity:

Pathways of Hope leads a community effort to provide access to food, shelter, and housing to those experiencing hunger and homelessness in North Orange County. Pathways of Hope helps combat hunger issues for the community while also offering crucial housing navigation, prevention, and diversion services to those in need. The agency currently operates multiple food pantries and multiple housing models: Emergency Shelter, Permanent Supportive Housing, Prevention, and Diversion. Pathways of Hope's Program Team helps homeless families and individuals reduce housing barriers, work toward greater economic opportunity, and strengthen community social service linkages necessary for the participant(s) to end their homelessness and obtain safe, sustainable, permanent housing. All participant interaction is founded in Housing First and Trauma Informed Care approaches.

The Housing and Service Navigation Case Manager will be responsible for navigating and identifying permanent housing and helping participants sustain housing for CalOptima members who are eligible for CalAIM Community Supports that we offer. This position is an integral member of the Program Team and will assist with the service navigation and housing support for participants who are CalOptima and CalAIM eligible.

This position works with our Housing and Community programming and requires a flexible work schedule including some weekend, morning, and evening shifts, as well as reliable transportation to attend/visit program sites, participant units, potential landlord and participant engagements, and community appointments. This position is stationed 60% on-site at one of our Fullerton offices and 40% off-site visiting potential housing units and connecting with landlords.

The Agency:

Since 1975, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of hunger and homelessness in North Orange County. We have multiple housing sites and programming models that intersect at working to end hunger and homelessness across the greater Northern 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 a strong work ethic, a record of accomplishment in successful problem-solving, the ability to work independently, and an understanding of hunger and homelessness issues in Orange County. The ideal candidate understands Case Management and Housing Service Navigation are collaborative efforts with those we serve.

Salary Range and Benefits:

The salary range for this position is \$21.00 - \$23.00 per hour. Benefits available include medical, dental, vision, life insurance, paid vacation, holidays, sick time, and a 403b retirement plan option. As part of its cultural values, Pathways of Hope respects and values work/life balance.

Essential Duties and Responsibilities

- Works directly with members/participants who are connected to CalOptima Health and who are eligible for CalAIM Community Supports
- Receives external and internal(self) referrals from CalOptima Health and/or other case managers or service navigators for members/participants needing CalAIM Community Supports assistance

- Creates service referrals in CalOptima's 'CalOptima Connect' database system and requests authorization(s) for Community Support(s)
- Completes intake with participants for CalAIM Community Support program(s)
- Provides Housing Navigation and Tenancy support for all eligible and authorized participants through CalAIM and completes ongoing activities in 'CalOptima Connect' database, ongoing
- Helps complete all necessary documentation related to housing needs, including lease agreement
- Spends time identifying housing leads and opportunities that match the participant needs
- In collaboration with the participants, helps locate and secure housing
- Provide participants with tenant screenings, financial literacy, and tools for successful housing placement
- Apply knowledge of residential lease contracts to educate participants about their rights and responsibilities
- Assesses housing barriers of families and individuals experiencing homelessness or those at risk to determine housing and service needs
- Applies knowledge of relationship building to maintain landlord relations
- Provides landlord mediation on behalf of the participant as needed
- Serves as an ongoing liaison between property managers and participants.
- Provides direct participant support through ongoing case management
- Keeps appropriate records and complete all forms in a confidential and professional manner
- Provides diversion efforts to support linking participant(s) to natural support systems, as necessary
- Inputs participants into Homeless Management Information System (HMIS) and other databases accurately and in a timely manner, as needed
- Enrolls participants into the Coordinated Entry System and refers to appropriate community queues, as needed
- Collects participant documents and determines eligibility for financial assistance, as necessary
- Connects participants to financial support including, but not limited to, security deposits and application fees, motel vouchers, food/basic needs, transportation (bus passes, gas cards), medical linkage, car repairs, miscellaneous fees, etc.
- Tracks and manages program activities, participant data, and statistics
- Keeps accurate records of program activities and assists in the completion of reports
- Creates schedules and regularly meets with participants; tracking progress toward goals in detailed case files with charts, progress notes, and outcome evaluation
- Implements a trauma-informed, strengths based, and harm reduction plan to overcome barriers to obtain and retain housing while working with participants
- Makes appropriate referrals to the participant needs/provide information and referrals for ancillary services
- Maintains relationships with existing partners and cultivates partnerships with additional community organizations
- Represents Pathways of Hope at community meetings and presentations, as needed
- Works with the Development Team to create and document program achievements in the form of success stories and client photographs
- Other duties as assigned

Contacts and Relationships:

Position reports to the Community Programs Manager. Interacts with Landlords/Property Managers, Case Managers, Service Navigators, other Program Managers as well as agency partners and community resources.

Qualification Guidelines:

Knowledge of:

- Housing Program Models and best practices
- Trauma-Informed and Housing First Methods
- Harm Reduction Strategies
- Motivational Interviewing
- Other various counseling methods and conflict resolution techniques founded in strengths-based

approach

- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- CalOptima Health and CalAIM Community Supports
- Proficiency in Microsoft Word, Excel, and Outlook
- Hunger and homelessness issues affecting Orange County community is preferred

Skills and Abilities:

- Respond to crisis with the ability to deescalate the situation
- Maintain confidentiality regarding participant information
- Work with people from diverse economic and socio-cultural backgrounds
- Excellent boundary-setting skills
- Excellent interpersonal and rapport building skills
- Professional communication skills (verbal and written) and intermediate computer skills
- Interpret, apply, and explain policies and procedures
- Represent the program and agency in a positive manner within the community
- Be punctual, organized, and willing to take initiative
- Work independently with little or no direction
- Problem-solve (identify issues and look for solutions/proactively seek to improve processes)
- Prioritize and multi-task in a fast-paced environment
- Exceptional organizational, planning, and coordination skills
- Establish and maintain effective working relationships with co-workers, volunteers, and other partners

Other Requirements Include:

- Bilingual English/Spanish is required
- Reliable transportation and a valid California Driver License and State-mandated Auto Insurance is required
- Knowledge of the Orange County area is helpful
- Knowledge of Continuum of Care and Coordinated Entry System is preferred
- Knowledge of Database Management, specifically HMIS is preferred
- Knowledge of CalOptima Health and CalAIM Community Supports is preferred

Physical Job Requirements:

- Lifts up to 30 pounds
- Exposed to typical office environment conditions and noise levels

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.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.