

JOB DESCRIPTION

Position Title:	Shelter Advocate - Housing Navigator
Department:	Residential Services
Reports To:	Director of Residential Services
Salary:	\$19.08 hrly
FLSA Status:	Non-Exempt

Position Summary: The DV Shelter Advocate-Housing Navigator works as a member of the residential services team to assist victims of domestic violence overcome barriers to obtaining and maintaining housing. The Navigator represents Caring Unlimited at various collaborative homeless-services provider meetings and actively engages private landlords and community members in our efforts to increase access to safe, affordable housing. The Navigator maintains timely and accurate documentation and records.

Essential Duties and Responsibilities:

1. Assist victims of domestic violence to overcome barriers to obtaining and maintaining safe, permanent housing. Provide individualized, non-judgmental client support, advocacy, and case management.
2. Develop an individualized housing stability plan with clients to address any barriers to obtaining and maintaining permanent housing such as income, education, employment, and health services. Actively collaborates with partner agencies, community resources, and landlords to provide information and referrals.
3. Provide housing navigation services including helping clients complete necessary paperwork, gather required documents, schedule briefings to secure housing vouchers, and support client and landlord through the lease up process, provide case management and supportive services to maintain housing
4. Creates a welcoming, supportive, and safe environment for women and children in shelter; supports residents to meet their own goals using a strength's based, empowerment model; assists them in meeting immediate needs, medical needs including mental health and substance misuse; provides transportation as needed.
5. Represent Caring Unlimited in the activities of the York County Service HUB and Coordinated Entry and other regional homelessness councils as appropriate.
6. Foster relationships with landlords to participate in housing programs by identifying, educating, and recruiting landlords. Problem-solve with and advocate for tenants to address housing challenges
7. Maintain accurate, complete, and timely documentation in paper and electronic files
8. Communicate regularly about program and client needs with other residential staff to coordinate services and activities at shelter and transitional housing; Assist with residential programming as necessary.
9. Participates in managing donated/purchased shelter materials and supplies; monitors supplies and alert supervisor to any needed items.
10. Maintains clean and organized physical space, including housekeeping tasks to make spaces ready for the next clients.
11. Participate in shared 24-hour helpline coverage and backup as scheduled.

General

1. Maintain working knowledge Maine State Housing's housing navigation process and procedures.
2. Comply with and support the organization's mission, philosophy, policies, procedures and confidentiality standards.
3. Participate in weekly staff meetings and routine office coordination. Pursue appropriate opportunities for staff development and training.
4. Participate regularly in 24-hour helpline coverage and backup.

Non-Essential Duties and Responsibilities:

1. Performs other tasks and projects as assigned.

General Expectations

- Be committed to the Agency's mission, vision and values.
- Provides the highest level of client and internal customer service possible.
- Follow established policies and procedures and comply with all safety requirements.
- Effectively communicates with co-workers, supervisor, and external contacts.
- Conforms to acceptable attendance/punctuality standards as expressed in the Employee Handbook.
- Performs the required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain personal appearance and hygiene as appropriate to the position.
- Adheres strictly to confidentiality of client, co-worker and internal business information.

Physical Requirements:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit (including prolonged sitting), and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a general office environment where the noise level is low. Work is occasionally stressful and requires the ability to multi-task, meet deadlines, and successfully cope with the pressures which are related to the position. Occasional nights and weekends.

Qualifications Needed for Position:

Experience and Skill Requirements:

The following experience and skills are considered essential:

- Knowledge of and sensitivity to issues of domestic violence, sexual assault, and/or stalking.
- Highly motivated self-starter able to work collaboratively and independently and balance multiple projects at a time.

- Strong organizational and time-management skills. Detail oriented
- Ability to create and sustain respectful relationships with a diverse group of staff, volunteers, clients, and community stakeholders.
- Proficient with Microsoft Office products and able to learn database software
- Driver's license and reliable transportation

Education Requirements:

The following education requirements are considered essential:

- Associates degree or higher in related field or equivalent experience required
- Successful completion of required advocacy training within 6 months of hire.

How to Apply:

Send cover letter and resume in PDF or Word format to mail@caring-unlimited.org with Shelter Advocate - Housing Navigator Search in the Subject Line. No phone calls please.

Please note: Applications will be accepted by email only and will be considered as they are received.

Candidates selected for an interview will be contacted on a rolling basis. Expected start date: April 2024.

Caring Unlimited is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry or national origin, color, sex, immigration status, age, religion, physical or mental disability, sexual orientation, gender identity or gender expression, family or veteran status, or any other characteristic protected by law. Diverse candidates are encouraged to apply.