

Job Posting

September 26, 2019

POSITION

Housing Navigator

EMPLOYMENT TYPE

Regular FT – 35 hours/week

SALARY

\$53,000 per year

REPORTS TO

Supervisor of Outreach and Benefits

ESSENTIAL DUTIES AND RESPONSIBILITIES

Riseboro's Housing Navigator will serve as an instrumental liaison between NYC public health systems and homelessness programs. He/she will be located at either Kings County or Woodhull Hospital in order to screen, assess and refer clients for anti-eviction programs, shelter, and/or supportive housing. The Navigator will work independently of other RiseBoro staff and be responsible for developing relationships with hospital staff to maximize effectiveness. He/she will also advocate so that every individual and/or household has a holistic housing service plan, is supported throughout their housing crisis, and has their short-term and long-term challenges addressed.

He/she will perform the following duties:

- Serve as a full-time presence at Kings County or Woodhull hospital (Monday- Friday)
- Liaise with hospital staff- clinicians and social workers- to receive referrals of households facing housing crises
- Screen, assess and refer clients to housing and/or shelter programs that fit their specific needs
- Employ a trauma-informed approach to ensure clients are referred to the appropriate service
- Conduct follow-up assessments with each clients to ensure they reached their intended referral (HomeBase, DHS shelter, community-based organizations)
- Continue to form, develop and strengthen relationships with community providers within and outside program cluster to ensure smooth referral hand-offs
- Track data and outcomes, adhering to program metrics, using designated tools, including NowPow for referrals
- Troubleshoot solutions to clients' crises as they arise; assist clients in accessing services by providing advocacy and support
- Providing housing technical assistance, training and workshops to hospital and community staff members as needed
- Other duties as assigned by Outreach Supervisor and Executive Management

COMPETENCIES

- Experience in homeless services; proficient background knowledge of NYC shelter system, public benefits, housing eviction proceedings, and other homeless services
- Able to work independently with minimal supervision



- Able to form interdisciplinary relationships, think critically and make informed decisions
- Experience working with clients, particularly those with multiple, overlapping challenges/ barriers to housing
- Excellent verbal and written communication skills; organized and detail-oriented
- Proficiency with various computer programs including Microsoft Office programs and Google Docs
- Ability to manage time and multiple tasks simultaneously to execute goals
- Spanish proficiency required

EDUCATION EXPERIENCE

Bachelor's Degree required with a minimum of 1 year of experience in homeless services

APPLICATION DEADLINE

Ongoing

SUBMIT RESUME and COVER LETTER TO

Kesha Jagdeo, Director of Empowerment Programs, @ kjagdeo@riseboro.org