



Job Title: Housing Solutions Navigator

Hours of Operation: M-F 8am to 5pm

Full-Time 40 hours a week

South Sound 2-1-1 is a comprehensive information and referral service that helps people find community resources through one-on-one phone assistance and an online database of services and resources. Building on South Sound 2-1-1's mission and expertise, the *2-1-1 Housing Solutions Navigation Program* has been developed to serve homeless and unstably housed families in Pierce County that dial 2-1-1 for assistance.

JOB SUMMARY: The 2-1-1 Housing Solutions Navigator will play an integral role in implementing telephonic Diversion strategies at South Sound 2-1-1. In addition to assisting homeless and unstably housed callers, the Navigator's expertise will inform other 2-1-1 team members' assistance to callers seeking housing resources, and the 2-1-1 services database. This position provides screening and intake of people seeking homeless services, utilizing assessment and prioritization tools as well as homeless diversion strategies. Diversion is a brief emergency intervention that provides a combinations of direct services which include engagement of client resources, landlord/host mediation, connections to services and resources and housing placement and/or financial assistance to families as needed. The intended result of Diversion is to identify an alternate safe housing arrangement that removes the immediate need for additional homeless services such as emergency shelter, rapid re-housing or transitional housing. Clients without a Diversion option are assessed with a prioritization tool for potential referral to a service provider.

ESSENTIAL FUNCTIONS:

- As part of the 2-1-1 team, complete full 2-1-1 Call Center orientation and training in assisting callers, using the 2-1-1 database, and Call Center procedures.
- Share expertise on housing options and helping high need callers with 2-1-1 team members to help them build their knowledge and skills.
- Provide phone back up as needed.
- Thoroughly and continuously inventory county-wide housing resources.
- Establish collaborative relationships with organizations and professionals to maintain up-to-date knowledge of services they provide.
- Ensure the 2-1-1 database maintains current, accurate, and easy-to-use information about Pierce County housing resources.
- Complete follow-up calls with people who called seeking housing resources, to determine if they connected to services they were referred to and their satisfaction with the help they received.
- Provide telephonic Diversion services to homeless families and those at imminent risk of becoming homeless to resolve their housing crises; working with families for up to 30 days to find resolution.
- Assess immediate housing barriers and help households brainstorm creative options for alternate housing arrangements using Motivational Interviewing Techniques and/or mediation with family member or friend.
- Facilitate one-time assistance for move-in costs if permanent housing option is available.

- Identify viable double-up options.
- Complete prioritization when necessary and ensure all needed documentation is gathered.
- Complete initial eligibility screenings.
- Make appropriate referrals to community partners.
- Develop working relationships with landlords and assist with housing search and placement.
- Connect households with resources such as child care, employment, legal assistance, financial counseling, and other resources that may assist them in obtaining housing.
- Document screenings, assessments, referrals, and case management service transactions in Homeless Management Information System.
- Provide information for grant reports and funding applications.
- Participate in 2-1-1 Call Center staff meetings and trainings.
- All staff are required to participate in disaster drills and exercises that are held during their shift.
- Weekends, holidays, evenings and graveyard shifts may be required during surge staffing/disaster events.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Work/Volunteer Experience: Four years of related work and/or volunteer experience
- Education: Associates Degree – *An additional two years of closely related work experience may be substituted for Associates Degree requirement*
- Ability to effectively self-direct priorities and time management
- Ability to demonstrate leadership, professionalism, and collaboration when working with community leaders, local organizations, and the 2-1-1 team
- Ability to communicate and work effectively with individuals with diverse backgrounds, needs, and communication styles
- Ability to use office equipment and automated systems/software, including database experience
- Ability to read, understand and communicate in English

DESIRABLE QUALIFICATIONS:

- Professional and/or personal experience with, or knowledge of, Pierce County homeless services and resources
- Experience with information and referral systems and processes, especially call centers and phone referrals
- Familiarity with Homeless Management Information Systems
- Ability to develop informative and persuasive written materials
- Bachelor's Degree in social services or human services

Please submit a cover letter, resume, and application to Penni Belcher at pennib@uwpc.org.

In your cover letter, please include your reasons for wanting to fill the Housing Solutions Navigator position, and why you believe you would be effective in this role.

This position is contingent upon a grant-funded contract.