

Job Description
UNITY of Greater New Orleans
Housing Navigator

TITLE: Housing Navigator

TYPE OF POSITION: Full Time Employee (April 1, 2023 – January 31, 2024)

DIRECT SUPERVISOR: Deputy Director

POSITION OVERVIEW

The Housing Navigator is responsible for connecting homeless individuals to affordable housing units available in the community to more quickly end their homelessness.

Primary Responsibilities

- Provide housing search assistance for participants and facilitate housing placement utilizing web-based Welcome Home HousingLink and other housing search resources.
- Act as a liaison with agents/property owners in order to access safe, sanitary and affordable housing for participants. This includes setting appointments with clients to view the unit and assisting the client to complete applications if needed.
- If participant is referred to a rental assistance program, the housing navigator will:
 - arrange for HQS or Habitability inspection of the unit prior to leasing signing;
 - Provide to subsidy administrator all documentation needed to provide rental assistance.
- Acts as a liaison with landlords in the programs to assist clients to maintain housing stability.
- Assist client to provide (or obtain) documents for application to housing programs. (ID, birth certificate, income documentation)
- Assist client to obtain Medicaid and other mainstream benefits.
- Assist client with other referrals and appointments to improve housing stability through employment, behavioral health, or health care connections.
- Provide weekly report with updates regarding units and client housing status.
- Use harm reduction approach and de-escalation techniques for any guests exhibiting unsafe or aggressive behaviors.
- Facilitate “Warm-Hand off” meetings with participants and providers to ensure continuity of care.
- Update HMIS with client information and outcomes.
- Provide “after-care” housing stability supports for three months after housing to connect to other mainstream services.

Measures of Success

- Assist participants to obtain housing within 14-30 days.
- Assist at least 5 households/week to obtain housing.
- At least 90% maintain housing after 90 days.
- 100% obtain Medicaid or other health insurance.
- At least 50% have increased or maintained income after 90 days.

April 2023

- 100% are referred to mainstream services for ongoing housing stability, including health care, behavioral health, food supports.

SUPERVISION/ACCOUNTABILITY

- Meet with supervisor weekly or as needed to discuss the project.
- Attend housing-related workshops and receive training as required by supervisor.
- Other duties and responsibilities as required by Deputy Director.

SKILLS/QUALIFICATIONS

- Use personal vehicle to transport clients for housing search.
- Able to use Google Docs and conduct web searches.
- Basic math skills for client rent calculations
- Organized.
- Able to work with clients with disabling conditions, landlords, and social service workers