

Job Title: Housing Stability Navigator

Hours M-F 8-5

Job Summary

Become an important member of the Muscatine community while working in a fast paced professional environment as a Housing Stability Navigator with the Muscatine Center for Social Action. A Housing Stability Navigator is responsible for providing an array of stabilization services to the homeless or the at risk of being homeless population in the Muscatine area. This involves providing information, referrals, non-clinical consultation, and case management with outstanding customer service while utilizing the principles of Trauma Informed Care.

Nature of Work

This position reports directly to the Program Director but will work closely with the Shelter Care Supervisor. The Housing Stability Navigator may go into the community – into client homes, to community gathering places, churches, and other local spots to locate and interview the clients or potential clients who most need their services. The position is responsible for its assigned cases, the Housing Stability Navigator also serves as a team member to develop multidisciplinary solutions to client problems. While this position works with substantial independence in the field, it is limited to routine decision-making with regard to client services, operating within established policy guidance. Unusual situations are discussed with supervisor prior to taking action.

Examples of Duties

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Identifies eligible participants for the program, interprets standards and guidelines to potential clients/guests, answers questions, obtains consent for services, and makes referrals based upon program requirements and client/guest needs.
- Conduct check in process with new clients/guests and assure accuracy of documentation.
- Determines need and makes recommendations for continuation of or change in services.

- Provides case management for clients/guests who have been identified as homeless or at risk of being homeless while identifying barriers and working to remove those barriers.
- Refers and follows up on the receipt of services; coordinates, consults and collaborates with service providers, landlords and employers.
- Attend meetings with Shelter Care Supervisor and provide sound input into the appropriateness of clientele/guests.
- Work with potential employers to advocate for clients/guests while building skills with clients'/guests' to increase their employability.
- Work with landlords to advocate for clients'/guests' needs and reduce barriers to housing while collaborating closely with Shelter Care Supervisor on skill building for clients/guests.
- Arranges for transportation for and encourages attendance at scheduled appointments.
- Documents records regarding case management/counseling activities and termination as appropriate; prepares required reports – caseload reports, case logs, etc.
- Establishes contact with and serves on committees of agencies and organizations serving the homeless and or at risk of being homeless population in the Muscatine area.
- Travels as required for home visits and other community activities.

Minimum Qualification Requirements

- Bachelor's degree preferred
- 3 years' experience in Human services, Social Work, Mental Health, or Case management
- Must pass drug screen
- Must pass criminal background check.