

Position Title:	Homelessness Prevention Navigator	Department:	Dispute Resolution Center
Reports to:	Housing Director	Classification:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	February 2021	Status:	Full Time

WE OFFER:

COMPETITIVE SALARY
 UP TO 200 PAID TIME OFF HOURS PER YEAR
 MEDICAL, VISION & DENTAL BENEFITS
 LIFE INSURANCE
 403(B) RETIREMENT
 EMPLOYEE ASSISTANCE PROGRAM and more....

At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.

GENERAL FUNCTION:

The primary goal of the rental assistance program is to address certain needs in the community resulting from the coronavirus pandemic and to prevent evictions by paying past due, current and future rent to landlords for eligible participants. The Navigator will act as a neutral third party and provide coaching and conflict resolution services to assist clients in resolving conflicts that maybe be endangering current or future housing.

QUALIFICATIONS:

- Bachelor’s degree in conflict resolution, social work, psychology, communications, or social services preferred. Appropriate experiences and skills also considered.
- Demonstrated conflict resolution, communication and negotiation skills.
- Ability to stay neutral and unbiased when conciliating and working with parties.
- Comfortable helping others in high stress, pressure, and conflict situations.
- Commitment and ability to engage in an empathetic, non-judgmental way with people in crisis situations.
- Cultural competency.
- Strong verbal and written communication skills.
- Demonstrated sensitivity to the needs of clients experiencing housing instability and at risk of homelessness.
- Strong attention to detail and data integrity.
- Ability to prioritize and work independently/remotely, and in the office as needed.
- Knowledge of human services in Snohomish County preferred but not required.
- Computer literacy, and high proficiency in MS Office programs, especially Excel.
- Highly developed interpersonal skills with the ability to work cooperatively with staff, landlords and program participants.
- Bilingual applicants highly encouraged to apply, especially Spanish, Ukrainian, Russian, Vietnamese, Arabic, and Korean.

PRINCIPAL ACTIVITIES:

- Accept referrals of clients from 211, Community Service Providers, and Landlords.
- Determine client eligibility for rental assistance according to contract requirements and target resources to people most likely to become homeless after eviction.
- Contact referred clients and assist them by identifying their needs in stabilizing housing.
- Model problem-solving for clients.
- Use conflict resolution skills to gather information from client and landlord to determine amount owed, how it will be paid and to conciliate to maintain or obtain housing.
- Make referrals to a customized array of services available in the community.
- Maintain strict confidentiality of client information in conformance with related policies and procedures.
- Collect all data needed for payments to landlords.
- Maintain eligibility documentation for each household assisted.
- Participate in navigator meetings and other DRC meetings as requested by supervisor.
- Completing monthly reports for client services and expenditures
- Perform related duties as assigned.

If you wish to apply for this position, please email your resume and cover letter to: recruiter@voaww.org.

Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.