

Housing Navigator

Reports to

Senior Case Manager

Program Area

Shelter

Salary Level

Coordinator

Pay Grade**Hours**

Full-time Grant Funded

FLSA Classification

Exempt

JOB DESCRIPTION

Essential Functions

The Housing Navigator reports to the Senior Case Manager and is responsible for assisting shelter participants from CARITAS's year-round Emergency Shelter and Surge Shelter with housing needs.

Summary/Objective

The Housing Navigator plays a critical role in supporting individuals experiencing homelessness by connecting them to stable, safe, and affordable housing. Based within CARITAS's year-round Emergency Shelter and Surge Weather Shelter, this position serves as the primary point of contact for all housing-related services for shelter participants and also supports individuals residing in CARITAS Recovery Residences. The Housing Navigator will work closely with shelter participants, landlords, community partners, and housing authorities to identify housing opportunities and ensure successful transitions to permanent housing.

Essential Functions

Housing Navigation & Placement:

- Provide individualized housing assessments and create housing plans for shelter and Recovery Residence participants.
- Maintain up-to-date knowledge of local housing inventory, including rental units, rooming houses, shared living opportunities, and emergency or transitional housing options.
- Actively build and manage relationships with local landlords, property managers, rooming house owners, and housing providers.
- Identify and track available units; proactively match them with participants ready for housing.

Support Services:

- Educate participants about tenant rights and responsibilities, lease agreements, and landlord-tenant law.
- Assist participants in completing housing applications, preparing documentation, and accessing necessary supportive services or benefits.
- Advocate on behalf of participants with landlords and housing programs to reduce

- barriers to placement.
- Collaborate with shelter staff, case managers, and peer mentors to coordinate services and support housing stability post-placement.

Program Development & Partnerships:

- Stay current on local housing policies, housing authority processes, and affordable housing developments.
- Develop partnerships with housing authorities and non-profit housing providers.
- Coordinate with the Development and Data teams to ensure proper documentation of housing outcomes and trends.

Compliance & Reporting:

- Maintain accurate and timely documentation of participant interactions, housing placements, and landlord communications.
 - Ensure compliance with all applicable laws, regulations, and funder requirements.
 - Track and report housing-related metrics for grant reporting and internal evaluation.
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Qualifications

- Certified Housing Counselor (must hold active certification)
- Minimum of 1 year of experience in housing navigation, case management, or a related human services field
- Knowledge of landlord-tenant law and fair housing regulations
- Understanding of housing authority operations and local housing resources
- Strong communication and interpersonal skills; ability to build trust with vulnerable populations and community partners
- Detail-oriented with strong organizational and documentation skills
- Ability to work independently and collaboratively in a fast-paced environment

Preferred:

- Experience working in an emergency shelter or recovery-focused setting
- Familiarity with HMIS (Homeless Management Information System)
- Bilingual (English/Spanish) a plus

Disclosure Statement:

This position is grant-funded.

CARITAS Core Competencies: In addition to position-specific competencies, there are core elements – knowledge, skills, and behaviors that apply to all employees at every level:

- Emotional Intelligence: Recognize and manage your emotions to build trusting relationships.
- Belonging: Seek out and consider different perspectives, display empathy, and create a sense of community.
- Hospitality: Display welcoming behaviors to clients, volunteers, fellow associates, and the

community.

- Continuous Growth: Show curiosity, develop self, try new things, and practice what has already been learned.
- Accountability/Focus: Set goals and hold self and others accountable for achieving results.
- Communication: Create clarity through listening, speaking, and writing to reach a shared understanding.
- Solution-Based Thinking: Think through problems with grace, focus on the solution rather than the problem, and help deliver proactive solutions to problems.

Disclosure Statement:

This position is grant-funded.

Computer Skills

Microsoft Word, PowerPoint, Google Docs.

Work Environment

CARITAS Values: Achievement, Innovation, Integrity, Passion, Servant Leadership. The CARITAS culture reflects these values. Professional and timely communication is expected as well as an understanding of and appreciation for all the programs of CARITAS: Shelter, the Furniture Bank, Works, The Healing Place, and the Recovery Residences.

Physical Demands. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is frequently required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee is occasionally required to sit. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to lift up to 10 lbs.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Drug-Free Workplace

The unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the CARITAS workplace. As such, while on CARITAS' premises, performing CARITAS-related duties, or operating any CARITAS equipment, whether during work time or non-work time, employees are prohibited from being under the influence of drugs or alcohol, and are strictly prohibited from possessing illegal drugs, marijuana, or excessive quantities of prescription or over-the-counter drugs.

INCLUSION STATEMENT

CARITAS is committed to cultivating and preserving a culture of inclusion and connectedness.

In recruiting for and maintaining our team, we welcome the unique contributions that individuals bring in terms of their education, opinions, culture, ethnicity, race, sex, gender identity and

expression, nation of origin, age, languages spoken, veteran status, color, religion, disability, sexual orientation, and beliefs.

NOTE

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. CARITAS is an Equal Opportunity Employer, a drug-free workplace, and complies with ADA regulations as applicable.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.