



## **Lead Housing Navigation Specialist Job Description**

**Objective:** Housing for New Hope (HNH) connects our neighbors to housing and hope. The Lead Housing Navigator will bring a commitment to developing and sustaining effective and innovative relationships with owners and property managers of community-based market rate and subsidized housing. Leading a three-person team, the Lead Housing Navigator will support HNH programs and their efforts to quickly resolve housing crises by collaboratively and strategically assessing and expanding housing partnerships that result in increased access to a diverse array of local housing options for families and individuals. The Lead Housing Navigator will provide leadership to the Housing Navigation Team and also provide ongoing housing navigation services to clients.

**Reports to:** Director of Client Services

**Team:** Housing Navigation

**Supervises:** Housing Navigation Specialists

**Status:** Salaried, exempt

### **Responsibilities:**

1. Coordinate the agency's housing navigation efforts with a specific emphasis on supporting those experiencing homelessness.
2. Provide direct supervision of a team of 2-4 Housing Navigation Specialists, including case conferencing and documentation review.
3. Support a team-based environment that motivates and inspires team members to work collaboratively toward the team's and agency's goals, meet and exceed established performance goals, and improve client outcomes.
4. Work closely with assigned case manager to support households with the housing navigation process from initial assessment to move-in – with a goal of securing housing within thirty (30) days.
  - Assess individual and family needs, as well as resources, in order to match appropriate affordable housing opportunities
  - Provide information up to and including site visits.
  - Support households in securing necessary documentation and completion of applications.
  - Ensure timely completion and submission of all necessary inspections (HQS, Lead, etc.), certifications (FMR, etc.), check requests, HMIS documentation.
  - Ensure households receive appropriate home essentials kits in a timely manner.

- Attend lease signings to support individuals and families.
- 5. Execute partnerships with established list of housing partners in order to match available housing units with HNH clients.
- 6. Support agency-initiated stewardship efforts with existing housing partners and recruitment efforts with potential housing partners.
- 7. Provide responsive, timely support for housing partners/landlords to address critical issues in concert with and HNH case managers and impacted tenants.
- 8. Represent agency to appropriate community-level meetings as determined in cooperation with Permanent Housing Manager and Director of Client Services.
- 9. Maintain housing records in accordance with federal, state, county, agency, and funder standards.
- 10. Participate in on-going training and professional development opportunities.
- 11. Additional duties as assigned.

### **Qualifications**

- Commitment to Housing for New Hope's Mission and Core Values.
- Bachelor's degree in communications, business management marketing and/or human services-related field preferred.
- At least three-years' experience in human services, property management, or leasing, public relations, sales/marketing or similar field.
- At least one year's experience leading a team.
- Excellent communication skills, particularly listening, verbal communication, mediation, and writing skills.
- Demonstrated organizational skills with ability to meet a demanding world and work with a diverse set of stakeholders.
- Detail oriented to complete requirements of files, housing options inventory, data tracking, and contract/grant compliance.
- Demonstrate maturity and professionalism even in stressful situations.
- Outstanding capacity to build strong relationships with a diverse range of clients, colleagues, and community partners.
- Compassion for people who are struggling with a variety of challenges, including homelessness, mental health, and/or substance abuse.
- Commitment to an empowering, client-centered approach.
- Flexible and adaptable work style.
- Familiarity with Durham's social service providers and public benefits programs preferred.
- Valid NC Driver License and Car Insurance and willingness to travel in the community.
- Ability to lift up to 50 pounds.

**Salary Range: \$41,000 to \$44,000**

**To apply:** Submit one document that includes your cover letter and resume via email to:

**Tamaira Johnson**  
**HR Manager**  
**Housing for New Hope**

[jobs@housingfornewhope.org](mailto:jobs@housingfornewhope.org)

Application review will begin immediately and continue until the position is filled.

Academic, MVR and criminal checks will be conducted before a final offer is made.

*Housing for New Hope is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit, and business needs.*