



Job Opening
Homeless Services and Housing Navigator

The Homeless Services and Housing Navigator position works closely with homeless or housing insecure adults, guiding them to housing and other stabilizing services. The position also provides some ongoing housing assistance through the HEN program (Housing and Essential need.)

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:
HR@bmacww.org

The job application is available in our office or online at
<https://bmacww.org/aboutus/employment>.

This position is open until filled. First review of applications will be held on May 7th, 2021. Questions: Lisa Mathias, Human Resources Director 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	Homeless Services and Housing Navigator	REPORTS TO:	Community Services Director
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	None

HOURS OF WORK: Up to 40 per week, based on contract funding

SALARY: \$23.18 per hour

GENERAL DESCRIPTION/BASIC FUNCTION: This position works closely with homeless or housing insecure adults, guiding them to housing and other stabilizing services. The position also provides some ongoing housing assistance through the HEN program (Housing and Essential need.)

WORK CONDITIONS AND SITE: The work occur partially on the M.O.S.T. (Mobile Outreach Service Team RV) providing services to outlying areas of the Walla Walla Valley. The position will also work within the BMAC office.

ESSENTIAL FUNCTIONS: *Includes the following. Other duties may be assigned.*

Housing navigation:

1. Creating connections with homeless adults who have significant barriers to housing using a Housing First model.
2. Collaborating with the other MOST agencies (Providence Population Health and the Homeless Alliance) providing services to people throughout the Walla Walla Valley from the MOST RV.
3. Completing thorough assessment of clients to include skills and needs and motivations focused on client choice.
4. Provide Coordinated Entry service to homeless individuals using HMIS.
5. Coordinating referrals to and utilization of all appropriate community resources.
6. Guiding clients through the process of becoming housed including developing landlord relationships, assisting in housing searches, etc.
7. Acting as advocate with other social, health, employment and education services in the community.

Homeless Services:

1. Maintain eligibility documentation and enrollment data.
2. Maintain close working relationship DSHS referral staff.
3. Provide monthly services for HEN clients
 - a. Review eligibility on the first working day of each month.
 - b. Collect landlord and rent information when applicable to ensure timely rent payment.
 - c. Collect utility information when applicable to ensure timely payment.
 - d. Provide requested essential needs: hygiene items, gas vouchers or bus passes .
4. Accurate and prompt data input into the Homeless Management Information System (HMIS) and our internal database CAP60.

BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
 - a. Ability to work independently as well as with a team to achieve objectives and assignments.
 - b. Ability to use good interpersonal relationship skills.
 - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
 - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
 - b. Embody teamwork and cooperation within and across departments and with the public.
 - c. Keep your department manager apprised of important matters ongoing within the department.
 - d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
 - e. Be honest, fair, and dependable.
4. Meeting and training expectations:
 - a. Attend all scheduled staff meetings.
 - b. Attend training sessions as required by the funding source or the agency.
 - c. Attend any other meetings or trainings as required. Demonstrate regular and timely attendance.

SKILLS AND ABILITIES REQUIRED:

1. Excellent verbal and written communication skills.
2. Excellent computer skills, which include word processing, data entry and email.
3. Excellent interpersonal skills and the ability to interact positively with clients who are disabled, have behavior health concerns, and are homeless.
4. Demonstrated ability to function as a team member and collaborate with other staff.
5. Ability to maintain accurate, thorough and timely case management records.
6. Ability to adhere to high degree of confidentiality, tactfulness and respect for clients.
7. Ability to work in a fast-paced office environment with frequent interruptions and occasional crisis situations.
8. Ability to work in the close environment of the mobile office.

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

A mix of sedentary and light physical work.

1. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
2. Must be able to hear, speak, write, and read.
3. Must be able to sit or stand at desk.
4. May need to climb stairs at locations without elevators or ramps.
5. Some stooping, kneeling, balancing, pushing, pulling and/or lifting, such as to move office supplies and equipment, filing, etc.
6. Repetitive motion (keyboarding); substantial motion of the wrists, hands and/or fingers.

7. Close visual acuity to perform activities such as preparing/ analyzing data and figures, and viewing a computer terminal.

QUALIFICATIONS:

1. AA degree or related two-year certification and two years' related work experience. Relevant experience and/or education may be substituted for either education or work history.
2. Desired qualifications: Case management experience in social service setting, and a working knowledge of issues and resources related to housing services for low-income families and individuals. Experience working with homeless people including BIPOC and LGBT populations
3. Current valid driver's license and vehicle insurance.

NOTE: This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.