

St. Elizabeth Shelters & Supportive Housing



Revised: 2/28/22

Title: Supportive Housing Navigator

Supervisor: Santa Fe Suites Program Manager

Objective: The Supportive Housing Navigator (SHN) is responsible for providing follow-up intensive navigation services to residents of the Santa Fe Suites with the goal of assisting clients in maintaining housing sustainability.

Hourly: \$21.63/hour

Status: Full-Time FLSA non-Exempt Employee

Responsibilities

Supportive Housing Navigators: Responsible for amplifying the voice of clients throughout the community through relational, trauma informed and responsive supportive housing navigation.

- Provide direct services to clients, including intake, engagement, assessment, service plan development, referral, advocacy, counseling, exit summaries and follow-up.
- Manage a caseload for a diverse client population effected by homelessness or history of precarious housing.
- Create, monitor and document client progress toward service plan goals.
- Document all (significant interactions) with, or on behalf of, clients.
- Maintain familiarity with program resources available on and off-site and assist individuals with navigation of multiple resources such as, but not limited to, employment, educational, legal, income support, insurance benefits.
- Provide crisis intervention assistance/navigation for mental health, domestic violence or law enforcement.
- Coordinate/navigate client services with other social services, mental health, medical, accompanies clients to appointments as appropriate.
- Conduct regular case conferences with clients and service and housing providers as required.
- Complete program reports on a monthly basis, or more frequently as required.
- Report to, and meet with, supervisor on a monthly basis.

- Conduct home visits and other field work, as required.
- Perform additional duties as assigned.
- Educate clients on housing program eligibility, application process, re-certification and promote housing sustainability. Assist in decreasing barriers to sustainable permanent housing.
- Identify and collaborate with programs and organizations to develop relationships with housing authorities, city leaders, law enforcement, community organizers, employers, faith-community leaders, and others to ensure housing supports are easily accessible across the community.
- Be able to complete VISPDAT/Coordinated entry assessment, Unite Us referrals for homeless individuals.
- Participate in appropriate trainings.
- All other duties as assigned...

Requirements

Credentials/Qualifications

Bachelor's or Master's degree in social work, counseling, psychology, or related field and the ability to attain licensure in the State of New Mexico. Preference given for current New Mexico licensure such as LMSW, LADAC, LPC or equivalent. Ability to lift 20 lbs. Masters degree in Social Work (or equivalent) and NM licensure (LMSW or LISW) or Bachelor's degree with 2 years experience preferred. Minimum High school diploma with 4 years related experience/education.

Experience and Skills

Spanish speaking preferred
 Experience working with homeless individuals
 Willing and able to work with diverse populations
 Effective communication skills
 Effective problem solving
 Ability to deal with crisis situations
 Computer proficient
 Knowledge of the unique cultural heritage of northern New Mexico

Other

Valid driver's license and proof of insurance preferred

Employee Signature and Date

Executive Director Signature and Date

Time Sheet Used: Outreach Case Manager Time Reporting Form

- 1) Provides follow-up navigation to all residents at Santa Fe Suites that are at risk for homelessness. This includes, initial intake,
- 2) During house visits, the (SHN) is to screen the clients for obvious and potential problems – mental and physical health, alcohol or drug usage, medication management, paying rent and budgeting, diet, isolation, condition of housing, etc. and to intervene as appropriate to help maintain their recovery, self-sufficiency and well-being.
- 3) Assesses clients for appropriateness for referral to outside agencies and collaboration with those agencies. This includes but not limited to, Behavioral health, Substance Abuse treatment and medication assisted treatment, Crisis intervention, Hospital coordination, Hospice coordination, Santa Fe Housing authorities, Medical Providers, Court System, Domestic Violence shelter and resources.
- 4) Meets, as needed, with staff of other agencies to provide wrap-around services for residents. This includes, The Life Link, HUGS, MIHO, all other shelters in the surrounding areas. The La Sala center,
- 5) Attends periodic staffing meetings with the case management team to review specific clients, overall protocols, issues and areas needing improvement.