

Job Description – System Navigator

Serves a key role in the system-wide assessment of homeless persons to connect them to the appropriate housing unit. The System Navigator will accompany clients from housing queue match through the lease-up process. The System Navigator will also collaborate with other system partners involved in the lease-up process.

Essential Duties and Responsibilities:

1. Attend HMIS training in order to fully utilize the Coordinated Enter System accurately
2. Identify and document client information in HMIS
3. Ensure all data is entered accurately into HMIS and provide updates as needed
4. Communicate and coordinate with Housing Assessors to locate clients and share client information
5. Complete in-depth assessments with clients to ensure proper supportive services are provided throughout housing navigation enrollment
6. Assist individuals that are homeless in gathering all documents necessary for housing placement, by providing intensive System Navigation and accompaniment to obtain housing documents
7. Provide Transportation to appointments (MARTA Passes, Car Services or other)
8. Coordinate with housing providers to ensure housing referrals and housing applications are completed
9. Accompany clients to all housing appointments and serve as clients' primary advocate during lease-up and advocate for Housing First practices
10. Provide updates on Non-Assessed Priority List (NAPL) clients
11. Coordinate with relevant system partners to support streamlining the housing navigation process; PHA's, landlords, healthcare providers, shelters, social security office, DDS, etc.
12. Each Navigator should maintain a weekly caseload of 25 participants.
13. After client is document ready, Navigator will follow weekly with to verify client location
14. Participate in System Navigation Meeting Partners for Home
15. Manage assigned caseload to include community referrals, collaboration with team members, and advocacy in accordance with the Housing First and Harm Reduction models.

Knowledge, Skills, Abilities:

1. Resourceful – Has the ability to think of ways to navigate through most challenges. Is rarely deterred by a challenge in front of them.
2. Communication Skills (Verbal and Written) - Speaks clearly and persuasively in positive or negative situations, listens and gets clarification, responds well to questions, participates in meetings. Writes clearly, persuasively and informatively, edits work for spelling and grammar, and reads and interprets written information.
3. Active listener – Listens to people intently. Listens with empathy trying to understand what specifically people are in need of and how they would like to or are able to go about getting what they need.
4. Excel and Word Experience – Has practiced experience using both Excel and Word.
5. Time Management – Has the ability to manage competing priorities without becoming extremely overwhelmed. Can manage time independently without the need for supervision in slow and/or busy times.

6. Accountability – Driven to achieve system and client outcomes. Understands that System Navigators have to be highly accountable to their clients (say what you do and do what you say) to build and maintain trust. System Navigators also have to be highly accountable to the system, understanding that they drive the pace of housing for the homeless response system.
7. Problem Solving Skills – Has the ability to quickly make decisions to support client and system partners in resolving issues that would otherwise slow down the housing process.
8. Driver's license – Must possess a current, valid driver's license.
9. Ability to multi-task – Has the ability to manage many tasks and issues at the same time throughout the day, week, and month. Cannot be easily overwhelmed by many issues being presented at the same time to be negotiated.
10. Resource Knowledge – Must have knowledge of Atlanta homeless resources, agencies & the HIMS system.
11. Team Player – Has the ability roll up their sleeves and get involved in everything from big projects to mundane, simple tasks.

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