

Title: Housing Navigator
Reports to: Day Shelter Manager
Type: Full-time / Non-exempt

Description:

The housing navigator will provide services to individuals experiencing homelessness. They will compile and maintain housing resources for the client population for the agency’s service providers and meet with clients to assist them in obtaining housing. This position will work in tandem with other members of the Shelter Team.

Responsibilities:

The housing navigator will:

- conduct outreach to and engage St. John Center guests in order to understand their specific barriers to housing and housing success; offer a spectrum of assistance to clients to address their barriers to housing; facilitate housing education groups.
- advocate for clients throughout the rental application process and provide direct assistance with filling out forms, obtaining necessary documentation, aiding in the apartment search, and completing the move-in process.
- enter and update service transactions and case notes into databases, including Salesforce and HMIS; update existing client data; problem-solve data issues for clients in multiple databases.
- increase landlord connections for both SJC and the Continuum of Care; improve and maintain existing landlord relationships.
- educate landlords about homelessness and specific client needs.
- maintain shelter database of landlord information; consolidate and share landlord and partner information with all SJC staff teams.
- update and maintain shelter resource board with rental property listings, community partners and other resources.
- view apartments, meet with landlords, and coordinate move-in supplies.

Additional responsibilities include:

- utilizing basic clinical skills to build rapport with clients and offering insights to the team regarding best practices.
- functioning as a member of the shelter team, contributing to daily needs, providing basic services to all day shelter guests, facilitating group life skills instruction and conducting intake assessments with new clients.
- employing components of de-escalation on a daily basis.
- completing necessary record-keeping in the Homeless Management Information System (HMIS) and complete other documentation as required by agency and specific situations.

St. John Center helps homeless men address barriers to self-sufficiency and housing so that they may leave homelessness for good. By providing daytime shelter, social services, supportive housing, and serving as a hub with partner agencies, St. John Center is where homeless men **seek help, find hope, and move home.**

Homelessness ends here.



- addressing issues, problems, or questions of policy or procedure that may arise, defusing tensions, communicating a shift or incident summary to immediate supervisor and to other staff members as needed.

Physical Requirements:

- Ability to travel throughout Metro Louisville to aid in apartment searches, meet with landlords or partner service providers and/or perform home visits, which may require ascending/descending full flight of steps, moving around in tight spaces, and other physical movement
- Ability to engage in standing or sitting for long periods of time, bending, light lifting, walking, or climbing stairs
- This position is full time, Monday – Friday, typically 6:45 AM – 3:00 PM (including a daily one-hour lunch break). This position requires occasional weekend and holiday hours.

Minimum Qualifications:

- Associate Degree
- Basic computer literacy including word processing and Google suite
- Effective communication skills
- Must have personal automobile, valid driver's license, liability insurance, and be willing to transport co-workers and/or clients

Preferred Qualifications:

- 3 years of experience in working with the homeless population
- Experience with HMIS
- Ability and willingness to safely and effectively de-escalate situations, including conducting physical interventions when necessary to maintain safety as directed by agency

To apply, send resume and cover letter to Cortney Foster, Shelter Manager, cfoster@stjohncenter.org, or at 700 E. Muhammad Ali Blvd., Louisville, KY 40202.