

Job Title: Family Services Navigator

Reports to: Family Director

Education requirement: Bachelor's Degree

Experience Required: Minimum 1 year of full-time related work experience

Position is: Non - Exempt, Full Time

Job Summary:

The Family Services Navigator is responsible for supporting families in locating and securing permanent housing. The role of the Family Service Navigator is to support the family's housing search and connect them to appropriate mainstream benefits. The Family Service Navigator will support the families through the completion of a comprehensive housing action plan. The housing plan will outline the barriers to housing, necessary action steps, and the tasks to be completed by both the family and Family Services Navigator.

Essential Job Duties:

Direct client support

- Assess client for needed services and support
- Provide diversion efforts to support linking family to natural supports
- Determine if additional assessment for housing is necessary after diversion intervention is completed
- Provide clients with tenant screenings, basic financial literacy, and tools for successful housing identification
- Ensure warm handoff between access point shelter provider and/or matched housing agency.
- Apply knowledge of residential lease contracts to educate clients of their rights and responsibilities.
- Assess housing barriers of families experiencing homelessness to determine housing and service needs. For each in-depth tenant screening, the Family Services Navigator will create an individualized housing search plan.
- Maintain contact with client until housing situation is resolved

Lead coordination by Service Planning Area

- Serve as main point of contact to increase capacity by assigned Service Planning Area
- Respond to the needs of the various access sites throughout the Service Planning Area
- Support in the development and ensure access to needed supportive services
- Coordinate with shelter providers to link families to available resources

Additional Duties:

- Keep appropriate records and complete all forms in a confidential and professional manner.
- Report success stories, progress, and statistics to the Family Hub Manager
- Attend staff, case conferencing, and match meetings.
- Provide Technical training and support to Access Points and their Family Service Navigators
- Submit Monthly reports to OC County Office, CoC and Collaborative partners
- Data Analysis
- Perform periodically internal audits
- Enhance quality assurance procedures for data collection/tracking for each Access Point

Additional Qualifications:

- Bilingual Spanish preferred
- Maintain valid California Driver License and State-mandated Auto Insurance.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please email a detailed cover letter outlining why you are a good fit for this position along with your resume to: Elizabeth Childs, Director of Human Resources at echilds@families-forward.org No phone calls please.