



Position Title: SSVF Housing Navigation Coordinator
Department: Human Services Department
Exemption: Non- Exempt
Supervisor: Director of Community Stabilization Services
Updated: August, 2022

Job Summary

Housing Navigation is a new service funded through the Veterans Administration's (VA) Supportive Services for Veteran Families (SSVF) program. This service aims to address the homelessness crisis for Veteran Families through enhanced housing navigation services, which are embedded into the Veterans Affairs Supportive Housing (VASH) Program. The SSVF Housing Navigation Coordinator will oversee all aspects of this SSVF service including creating a pool of landlords and developing a strategy to engage landlords with incentives. This position will work closely with Director of Community Stabilization Services and HUD-VASH case managers to expedite permanent housing placements, including providing Veterans with the appropriate level of services, and rental assistance payments. This position will supervise the Housing Navigator Case Manager and will carry a caseload.

This position employs a variety of evidence based interventions including Motivational Interviewing, Housing First, Rapid Re-housing, Harm Reduction, and Trauma Informed Care to provide client centered services to Veterans.

Responsibilities:

- Work closely with the Director of Community Stabilization Services on the design and implementation of the Housing Navigation Service. Regularly monitor and track program deliverables, services and financial assistance to assure compliance with the Housing Navigation service.
- Provide regular supervision, training and mentorship to the Housing Navigator Case Manager.
- Work with the Housing Navigator Case Manager and with the Boston, Bedford and Providence VA Medical Centers and other relevant providers to regularly case conference Veteran families with VASH Case Managers and to coordinate housing navigation services.
- Create a landlord pool and act as primary liaison to participating landlords; respond to all landlord questions and concerns in a timely manner.
- Once a participant is evaluated to meet program criteria, ensure time-sensitive SSVF funds and /or services, working closely with Director of Community Stabilization Services.
- Review and audit program documentation, including service notes, Integrated Service Plans and other required SSVF documentation to ensure compliance with funding requirements and program model. Assist with site visit and audit preparation.
- Coordinate with the Director of Community Stabilization Services, Director of Performance Monitoring and Evaluation, and HMIS Data Systems Manager to maintain appropriate records and database information for reporting purposes as well as to track program



NEW ENGLAND CENTER
AND HOME FOR VETERANS

EDUCATION | SUPPORT | EMPLOYMENT | HOUSING

outputs and outcomes.

- Carry a caseload of Veterans, conduct housing search activities, home visits, and provide referrals to community resources and benefits.
- Assist Director of Community Stabilization Services with implementing policies, procedures and forms that facilitate effective operation of the Housing Navigation Service.
- Intervene and/or provide guidance during crisis situations as needed.
- Attend Program, Department meetings, CoC meetings, VASH meetings, SSVF Regional meetings and trainings.
- Perform other SSVF duties as assigned.

Required Qualifications

- Bachelor's degree in Human Services or related field required.
- Three years' experience with Veteran population, mental health and substance use disorders, subsidized housing and/or homelessness.
- Understanding of and commitment to Housing First, Harm Reduction, Motivational Interviewing, and Trauma Informed Care.
- Supervisory and program implementation experience preferred.
- Strong case management and housing navigation skills and understanding of community based resources and how to proficiently navigate these resources.
- Excellent customer service skills and the ability to communicate professionally.
- Proficiency with electronic databases and computers.
- Strong crisis intervention skills.
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.

Essential Functions

- Ability to work comfortably with a multicultural, homeless population experiencing complex challenges.
- Demonstrate positive communication with Veterans and other team members and collaborators.
- Strong organization skills and attention to detail.
- Strong computer, database and electronic recording keeping skills.
- Ability to travel in the greater Boston area and work in the community, as needed.
- Ability to maintain professional and personal boundaries.
- Ability to write clear progress notes and person centered service/care plans.
- Strong written and oral communication skills.
- Ability to work independently and collaboratively with teams, including other NECHV