



Position Title: SSVF Housing Navigator
Department: Human Services
Exemption: Non-Exempt
Reporting: SSVF Housing Navigation Coordinator
Date: September 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.

Under the direct supervision of the Housing Navigation Coordinator, the SSVF Housing Navigator will assist Veterans with a VASH Voucher with their housing search process to expedite their transition from homelessness into permanent housing. The Housing Navigator will work in close collaboration with the VASH teams to support Veterans in their housing search and placement process, ensuring that Veterans are connected to the services which will assist in a successful housing placement.

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:

- Screen and intake participants for the program. Ensure time sensitive SSVF funds and /or services, working closely with the Housing Navigation Coordinator and VASH teams.
- Work with the Housing Navigator Coordinator and with the Boston, Bedford and Providence VA Medical Centers and other relevant providers to regularly case conference Veteran families with VASH Case Managers to coordinate housing navigation services.
- Work with participants to assess housing barriers, needs and preferences.
- Develop Veteran-Centered Integrated Services Plans with the Veteran and VASH case manager, which include short-term housing, longer-term housing retention and stabilization goals.
- Utilize Rapid Rehousing placements as a bridge to VASH to quickly secure housing units when there are delays in the Permanent Housing Assistance process.
- Provide time sensitive referrals as indicated through housing plan, including connection to the VA and other financial benefits, employment, legal services, mental health / family / substance use, medical, transportation, food assistance, childcare, etc.
- Liaison to identified collaborating organizations and vendors to mitigate barriers to housing, e.g.: credit, legal, rental history.



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- Ensure rapid and smooth transitioning into the community, coordinating and securing rental assistance, furniture banks and moving assistance with the VASH and NECHV teams and other community agencies before utilizing SSVF funds.
- Attend VASH team meetings and weekly calls, gain expertise with the enrollment and HUD/VASH voucher process.
- Ensure all data collection and documentation procedures are adhered to according deadlines.
- Using the Housing First model, utilize Motivational Interviewing, Harm Reduction and Trauma Informed Care to help Veterans and their families improve their quality of life and increase connection to stable permanent housing opportunities.
- Establish relationships with landlords to assist in locating appropriate housing, especially for Veterans who have multiple barriers to obtaining permanent housing.
- Attend Program, Department meetings and trainings as well as meetings with the VASH teams and other collaborating agencies as required.
- Perform other duties as assigned.

Required Qualifications

- Bachelor's degree in Human Services required, with 1 to 3 years of experience.
- Experience with housing search, case management, navigating community based resources, housing placements, persons experiencing or at risk for homelessness, mental illness, substance use disorders and outreach, preferred.
- Understanding of and commitment to Housing First, Harm Reduction, Motivational Interviewing and Trauma Informed Care.
- Excellent customer service skills and the ability to communicate professionally with employees and enrollees both on the phone and in person.
- Proficiency with electronic databases and computers.
- Flexible self-starter with strong analytical skills.

Preferred Qualifications

- Knowledge of military culture.

Essential Functions

- Must be able to travel in the greater Boston area and work in the community.
- 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.
- Strong computer, database and electronic recording keeping skills.
- 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.



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- Ability to work independently and collaboratively with teams, including other NECHV programs and departments.
- Ability to respond calmly and effectively in a crisis situation.