SOUTHWEST MINNESOTA HOUSING PARTNERSHIP

Job Title: **Tenant Services Navigator**

Supervisor: Director of Supportive Services

Classification: Non-Exempt

Proposed Approval Date: March 2021

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SUMMARY:

This position is responsible for the promotion of supportive housing in the SWMHP region. This position will work with communities, service providers and other related groups to ensure that the supportive housing needs of residents are identified and met. This position is primarily responsible for the development, coordination and evolution of supportive housing programming, within the context of either an integrated services development or a multi-project caseload. Other responsibilities include the functions of program's admissions process, administration of grant dollars, submitting billing to the state for services, as well as the coordination of services with a variety of providers both within and outside of projects.

EXPERIENCE, COMPETENCIES AND EDUCATION:
- Bachelor's degree in Social Work, Human Services or a related field.
- Extensive experience working with people living with serious mental illness, substance use, and/or homelessness
- Minimum of one year experience in direct service delivery or program administration.
- A working knowledge of person-centered planning and supports is preferred
- Knowledge of intake and admissions process
- Extensive organizational skills.
- Good verbal and written skills.
- Good public presentation skills.
- Ability to handle and manage multiple tasks.
- Ability to work independently and be a motivated, self-starter.
- Ability to take direction from and work with a variety of people.
- Demonstrated leadership ability
- Moderate computer experience: Microsoft Office (Word, Excel, Outlook, Access, Power Point).

- Ability to work with the public, articulate ideas and work with differing cultural and economic backgrounds.

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES:

Admissions to Supportive Housing Projects: Request and accept referrals from the regional Coordinated Entry System and other sources, depending on caseload, and work with prospective residents to gather, fill out and submit paperwork to determine eligibility for the project. Be able to speak with prospective residents about services and providers; support them in determining a services path that meets their individual and household needs. Make referrals to project partner providers and/or outside entities for services when needed.

Housing Supports and Housing Stabilization Services Administration: Work with county Department of Human Services (DHS) to coordinate documents, inspections, income verifications, and data reporting for DHS Housing Supports rental subsidy. Be trained in and able to submit billing on a per resident basis to state DHS for Housing Supports Supplemental Services and/or Housing Stabilization Services. This would apply to administration of any future service funding sources or rental subsidies at a particular project as well. Keep all case files/records regarding supportive services provided to residents as required by funding sources, including case notes on resident contacts.

Managing Supportive Services: Be a liaison between property manager, property ownership and team of services providers, both within project and in the community, for individual residents. Meet regularly with property managers and other providers regarding residents at the assigned developments. Monitor relationships with property management and other service providers and evaluate efficiency and performance.

Resident Engagement: Actively work to engage residents in services and the community; provide and promote information and supportive activities that will help residents develop the skills and abilities needed to maintain housing and access to resources of the project community as well as the larger community, including family, friends, work and school.

Maintaining Tenancy and Conflict Resolution: Assist residents in understanding their rights and responsibilities under a resident lease. This includes reviewing property rules and explaining the eviction and appeal process. Provide crisis intervention as needed or when requested by management or a service provider to resolve conflicts between residents and property management.

Data collection and Reporting: Collect and maintain required file documentation for implementation of long-term homelessness, Housing Supports, and Housing Stabilization Services programs. Monitor and report to funders on the progress associated with supportive housing; this includes, but is not limited to, data collection, service contacts and reporting

required by funders, completed through our Apricot system, and administration of Homeless Management Information Systems (HMIS) for the program.

Grant Writing: Identify and monitor funding sources that will provide resources for supportive housing services and operations. Write grants for specific projects and services as needed.

Community Representation: Represent the Southwest Minnesota Housing Partnership in communities, counties, state and federal organizations, foundations and all other public activities at the direction of the CEO, COO or Director of Supportive Services.

Travel: Travel within the region frequently (daily), within the State Minnesota occasionally (monthly), and will travel out of state as needed for training and other staff development opportunities. Must be willing to drive company vehicles or personal vehicle as required.

Lifting: Lift more than 50 pounds on occasion.

Hours: Work primarily daytime office hours during the week but will be expected to work a flexible schedule including evening hours and weekends to accommodate customer needs and deadlines.

DISCLAIMER AND APPROVAL

This position will perform other duties as assigned by the position's Supervisor and the Chief Executive Officer.

The foregoing statements describe the principal functions of this position but shall not be construed as an exclusive listing of all inherent requirements for the position.

Employee Acknowledgment:

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Signature   Date

Employer Acknowledgment:

_____   _____
Signature   Date