



**Inter-County Community Council  
Family Services Department  
Position Description**

**Position Title: Housing Navigator**

**Reports to:** Family Service Director

**Pay Range:** Grade 08

**Supervises:** None

**Schedule:** Full-Time: 40 Hours/Week- 8:00AM - 4:30PM

**Location:** Oklee Office

**Classification:** Non-Exempt

**Summary**

The Housing Navigator is responsible for working collaboratively with case managers, partner agencies, housing authorities, county agencies, local Continuum of Care (COC) to identify housing opportunities for homeless individuals and families. The position is required to actively seek-out, obtain, and maintain relationships with landlords, prospective property owner and manager in the eleven county service areas.

**Duties and Responsibilities/Essential Functions**

- Develop a comprehensive understanding of the state and federal rules and regulations of the programs administered in the Family Service Department.
- Proactively seek out new housing opportunities and resources for individuals and families.
- Maintain on-going relationships with landlords and other housing providers, including acting as a liaison between landlord and client as needed.
- Negotiate leases on behalf of clients in collaboration with case managers and clients.
- Maintain a housing directory to include documentation of all contacts with housing providers. Provide consistent updates on housing availability.
- In coordination with case manager, provide access to resources to assist individuals and families as needed during their move into permanent housing.
- Conduct housing inspections per grant guidelines and advise and advocate for clients with regard to quality standards. Ensure that fair market rent is within contractual obligations.
- Develop and maintain relationships and partnerships with community based organizations and landlords that lead to enhanced services for participants.
- Maintain documentation of housing contacts and other pertinent information in accordance with agency and best practice standards.
- Ensure confidentiality of all data to maintain compliance with federal, state, and local laws, regulations, policies and procedures.
- Maintain a good working relationship with co-workers, funders, vendors and other organizations relevant to the homeless program and/or community action agency.
- Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements
- Perform all other duties as assigned by Supervisor and/or Director.

**Education and Experience**

- High School Diploma or equivalent required.
- BA degree in Housing, Human Services, or related field or 2 years' experience working towards housing individuals who have been homeless and/or have other housing barriers required.
- Experience in housing – knowledge of stakeholders including property and asset managers, landlords, and other community development projects preferred.
- Housing resources, subsidy programs & continuum of care for homeless programs knowledge preferred
- Proficiency in Microsoft Office
- Working knowledge of modern office communication systems: e-mail, voice mail, computer systems, and ability to operate office equipment; such as fax, copy machine and calculator.

**Key Competencies**

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:

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- Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.
- Work independently, with minimal supervision, as well as work within a team environment. Demonstrates teamwork by cooperating with and assisting co-workers as needed.
- A positive ambassador of ICCC and its mission as you represent the agency by your actions and by your spoken and unspoken word.
- Work under pressure, in stressful situations and with frequent interruptions.
- Contribute to and participate in strategic planning, program self-assessment and other efforts to improve program services and agency responsiveness.
- Make decisions and act based on ICCC code of conduct principles and the Community Action Code of Ethics.
- Ability to respond competently and positively to the culture, traditions, lifestyles, language and values of each individual, family and community.
- Articulate an awareness of self, values, and ethics as they have an impact when working with families.
- Display a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and participants served.
- Identify and reflect on personal values, experiences and biases that facilitate and present barriers in working with certain groups of people.
- Good communication skills; verbal and written, technical and non-technical.
- Ability to maintain the integrity of confidential employment, participant, and business information.
- Pass a criminal background check.
- Minnesota Driver's license required
- Travel to various locations during the day and occasional overnight stay(s) may be required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions: While performing the duties of this Job, the employee is occasionally required to:

- Walk short distances to obtain documents from printing locations.
- Sit and/or Stand for extended periods of time.
- Use hands and fingers to type/write for extended periods of time
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds.
- Specific vision abilities required by this job include; close vision, distance vision, and the ability to adjust focus.

**Work Environment**

Employee will be located in office or cubical setting. Employee may need to meet participants at another location depending on the need of the participant. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Acknowledgement**

This job description describes the general nature and level of work performed by an employee assigned to this role. It does not imply that these are the only duties and responsibilities to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date