

## **POSITION: COVID Relief Prevention Navigator**

Title: COVID Relief Prevention Navigator  
Reports To: Housing Director  
Status: Temporary Full Time/Non-Exempt  
Department: Dispute Resolution Center  
Date: June 18, 2020

### **GENERAL FUNCTION:**

Act as a neutral third party conciliator to assist clients who have lost their jobs/primary income because of COVID-19. Using an empowerment approach based on conflict theory to bolster the clients' own ability to think for themselves, develop a plan based on their strengths and ultimately implement that plan for themselves. The Prevention Navigator will also provide coaching and conflict resolution services to assist clients in resolving conflicts that maybe be endangering current or future housing; including but not limited to negotiating, mediating and conciliating between clients and landlords, property managers and/or friends, family and neighbors. The Prevention Navigator will be a member of a larger team of Housing and Prevention Navigators, serving throughout Snohomish County.

### **QUALIFICATIONS:**

- Bachelor's degree in conflict resolution, social work, psychology, communications, or human services preferred. Appropriate experiences and skills also considered.
- Demonstrated conflict resolution, communication and negotiation skills.
- Ability to stay neutral and unbiased when conciliating and working with parties.
- Comfortable helping others in high stress, conflict situations.
- Commitment and ability to engage in an empathetic, non-judgmental way with people in crisis situations.
- Cultural competency.
- Strong verbal and written communication skills.
- Demonstrated sensitivity to the needs of clients experiencing and at risk of homelessness.
- Self-directed and motivated to set own deadlines. Ability to work from home and complete all work in a timely manner.
- Knowledge of human services in Snohomish County preferred but not required.
- Computer literacy - Word and Excel preferred.
- Veterans and bilingual applicants highly encouraged to apply.

### **PRINCIPAL ACTIVITIES:**

- Accept referrals of clients from 211 Intake Specialists.
- Determine client eligibility for rental assistance by assessing household for financial impact and inability to pay rent due to COVID-19 related job loss, and if a household has at least one member with underlying health condition or over 65 years old
- Contact referred clients and assist them by identifying their needs in stabilizing or obtaining housing.
- Model problem-solving for clients.
- Use conflict resolution skills to gather information from client and landlord to determine amount owed, how it will be paid and to conciliate to maintain or obtain housing.
- Make referrals to a customized array of services available in the community.
- Maintain strict confidentiality of client information in conformance with related policies and procedures.
- Collect all data needed for payments to landlords.

- Participate in navigator meetings and other DRC meetings as requested by supervisors.
- Perform related duties as assigned.

If you wish to apply for this position, please send your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org)

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