

POSITION: Eviction Rent Assistance Navigator

Reports To: Housing Director
Status: Temporary Full Time/Non-Exempt
Department: Dispute Resolution Center
Date: August 2020

At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.

WE OFFER:

COMPETITIVE SALARY
UP TO 200 PAID TIME OFF HOURS PER YEAR
MEDICAL & DENTAL
403(B) RETIREMENT
FLEX SPENDING ACCOUNT and more....

GENERAL FUNCTIONS:

Act as a neutral third party conciliator to assist clients with preventing evictions by providing rental assistance to eligible households. 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 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 Navigator will be a member of a larger team of Housing and Prevention Navigators, serving throughout Snohomish County.

PRINCIPAL ACTIVITIES:

- Accept referrals of clients from 211 Intake Specialists.
- Determine client eligibility for rental assistance by assessing households for income eligibility, inability to pay rent, and target resources to people most likely to become homeless after eviction or suffer severe health consequences as a result of eviction.
- Contact referred clients and assist them by identifying their needs in stabilizing 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.
- Maintain eligibility documentation for each household assisted.
- Participate in navigator meetings and other DRC meetings as requested by supervisors.
- Perform related duties as assigned.

ESSENTIAL SKILLS AND EXPERIENCE:

- Bachelor's degree in conflict resolution, social work, psychology, communications, or social 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.
- Ability to personify a pleasant and friendly atmosphere and environment to the general public, landlords, staff, and management.
- Strong attention to detail and data integrity.
- Self-directed and motivated to set own deadlines. Ability to work from home and complete all work in a timely manner.
- Effective team player.
- Knowledge of human services in Snohomish County preferred but not required.
- Computer literacy - knowledge and experience with Outlook, Word and Excel necessary.
- Bilingual Spanish applicants highly encouraged to apply.

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

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