Volunteers of America
WESTERN WASHINGTON

POSITION: Homelessness Prevention Navigator

IMMEDIATE SUPERVISOR:	Housing Manager
DEPARTMENT:	Dispute Resolution Center
SALARY & HOURS:	$17.50/hour; Full-Time
DATE:	January 2016

GENERAL FUNCTIONS:

Act as a neutral third party coach, mediator and conciliator to assist clients who are at imminent risk of losing housing from becoming homeless. Specifically by 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 housing mediator 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 Housing Mediator will be a member of a larger team of Navigators, serving throughout Snohomish County.

PRINCIPAL ACTIVITIES:

- Accept referrals of clients from Investing in Families Coordinated Entry sites throughout Snohomish County.
- Make contact with referred clients and assist them in brainstorming and identifying their strengths and needs in stabilizing or obtaining housing.
- Utilize motivational interviewing to help clients develop a strengths-based plan of action to obtain or stabilize housing.
- Model problem-solving for clients.
- Use conflict resolution skills to conciliate or mediate disputes inhibiting the clients' ability to maintain or obtain housing.
- Make referrals to a customized array of services that will help them achieve plan goals.
- Utilize the Fenn Jorstad Self-Sufficiency Matrix to chart progress toward self-sufficiency in relevant life domains.
- Provide clients with detailed information about data sharing among Investing in Families partners and obtain informed consent for the sharing of data, making alternate arrangements for those clients that opt out of data sharing.
- Maintain strict confidentiality of client information in conformance with related policies and procedures.
- Maintain up-to-date and accurate client files.
- Utilize Investing in Families and other relevant data collection tools.
- Enter data in the Homeless Management Information System (HMIS) and other relevant data systems, along with following HIPPA privacy rules.
- Participate in navigator meetings and other relevant community activities.
- Perform related duties as assigned.

QUALIFICATIONS:

- 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 mediating disputes.
- 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, staff, management and the Investing in Families partnership.
- Strong attention to detail and data integrity.
- Self-directed and motivated to set own deadlines. Ability to transition from one location to another.
- Effective team player.
- Knowledge of human services in Snohomish County preferred but not required.
- Computer literacy-Word and Excel preferred.
- Bilingual preferred.

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

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