

Position Title:	Homelessness Prevention Navigator	Department:	Dispute Resolution
Reports to:	Program Manager	Classification:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Date:	October 2019	Position Type	Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/>

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

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UP TO 200 PAID TIME OFF HOURS PER YEAR
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403(B) RETIREMENT with employer match after two years
SHORT TERM DISABILITY
EMPLOYEE ASSISTANCE PROGRAM and more....

GENERAL FUNCTION:

Prevention Navigator acts as a neutral third party coach, mediator and conciliator to assist clients who are at imminent risk of losing housing from becoming homeless. Using an empowerment approach based on conflict theory, Prevention Navigator helps to bolster the clients' own ability to think for themselves, develop a plan based on their strengths and ultimately implement that plan for themselves. Prevention Navigator also provides 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. Prevention Navigator is a member of a larger team of Navigators, serving throughout Snohomish County.

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.
- 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.
- Veterans highly encouraged to apply.

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.
- 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.
- Participate in navigator meetings and other relevant community activities.
- Perform related duties as assigned.

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

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