



**Position:** Services Navigator  
**Program:** Housing and Homeless Services  
**Reports To:** Housing Manager  
**Location:** Elderberry Commons  
**FLSA Status:** Non-Exempt  
**Classification:** Full Time  
**Wage:** \$26 per hour

### **Summary**

Under general direction of the Housing Manager, the Services Navigator will provide varying levels of assistance and support services to the homeless population at Elderberry Commons in Sebastopol CA. The Services Navigator will also provide direct assistance to individuals experiencing housing instability by coordinating housing related services by navigating Medi-Cal Community Supports and working closely with local agencies, landlords, and service providers. These efforts are critical in helping clients obtain and retain safe, stable, and affordable housing as part of California's CalAIM initiative.

### **Essential Functions**

- Provide quality assessments of client status and needs
- Establish productive relationships with each client without bias
- Develop comprehensive plans to provide needed services
- Educate the client on available resources, including but limited to, medical care, General Assistance, SSI, Coordinated Entry
- Facilitate effective communication between the client and the support providers
- Empower the client to problem solve in order to achieve outcomes

## **Duties and Responsibilities**

- Maintain thorough, accurate records of case management activities as required by grant contracts
- Communicate regularly with the Housing Services Director via email, incident reports and briefings
- Appropriately and professionally represent the agency in the community
- Effectively collaborate and build relationships with partner organizations to achieve client goals
- Assist client with transportation to necessary appointments as appropriate
- Attend all meetings relevant to client care and program goals
- Mandated Reporter of elder and child abuse.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities and duties. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

## **Knowledge Skills & Abilities**

- Experience working in an outreach, shelter, drop-in, or residential setting
- Ability to successfully work on many projects simultaneously
- Excellent verbal, writing, organizational, and time management skills
- Possess the ability to be empathetic, yet firm and supportive with clients
- Knowledge and sensitivity to the needs and issues facing individuals with a history of homelessness and instability in housing
- Familiar with resources available to the unhoused population in Sonoma County

## **Minimum Qualifications**

- Bachelor's degree in Social Sciences, or related field preferred
- Two or more years' experience working with clients who have a serious mental illness and/or chronic homelessness
- Valid Driver's License and current vehicle insurance

- Bilingual in English/Spanish desired but not required

**Physical Requirements:**

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 an individual with disabilities to perform the essential functions of this position.

Move, traverse – regularly moves about the shelter and throughout the area to work with clients

Communicate, exchange Information – must successfully collaborate with service providers via phone, text, or email

Detect, identify – frequently reviews hard copy paperwork in possession of the client

Stationary position – must be able to remain in a stationary position up to 60% of the time

Operate, draft/write, compile – consistently uses a computer and cell phone

**Equal Employment Opportunity**

WCCS is committed to the principles of equal employment opportunity and affirmative action. There shall be no discrimination in hiring on the basis of applicant's race, sex, color, religion, age, veteran status, national origin, medical condition, physical or mental disability, actual or perceived sexual orientation, HIV status or any other characteristic protected by law.

**Americans with Disabilities Act**

WCCS has pledged to ensure that employees and applicants have equal access to job opportunities, will not be discriminated against based on having an actual or perceived disability, and will have the same opportunity for employment, promotions, and transfers as those individuals who do not have disabilities. WCCS complies with requests for accommodations under the Americans with Disability Act, including the Amendments Act.