



Position: Services Navigator

Program: Housing and Homeless Services

Reports To: Housing Services Manager

FLSA Status: Non-Exempt

Classification: Full Time

Wage: \$25 per hour

Summary

Under general direction of the Housing Services Manager, the Service Navigator will provide varying levels of assistance and support services to the homeless population at the Navigation Site in Guerneville. Only candidates with experience in Social Services, to include at least 1 year working with the unhoused, will be considered. Knowledge of how local efforts integrate with the countywide system is highly preferred.

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.

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 or a combination of education and experience
- At least one solid year 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 community 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 50% of the time

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

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.

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.