



JOB DESCRIPTION

Position Title: Clinical Housing Navigator	Date Revised: September 14, 2021
FLSA Status: Exempt / Salaried	Reports To: Chief Programs Officer

JOB SUMMARY:

The Clinical Housing Navigator position is responsible for acting as the liaison for BHS® residents with the Housing Specialists and external case management and providing crisis management services for residents of BHS®.

This position will aid in the success of each resident by adding a clinical perspective to our safe and affordable housing model of service. This position will also coordinate home visits, referrals and connections for outsourced case management and to identify opportunities for resident housing stability, recovery, and reintegration. The Clinical Housing Navigator will also aid in closing the gap of services rendered by community mental health providing agencies (Case Managers) and residents housed.

This role is also responsible for working closely with the Housing Specialists in minimizing attrition from the program and filling all vacancies by conducting intake assessments. This role will also review the status of residents with local community partners for development of life skills, sustaining success and wellness and to connect residents with community resources in meeting/achieving stabilization, recovery and resident service needs in an effort for tenants' self-sufficiency and reintegration back into society becoming contributing members of our community.

ESSENTIAL FUNCTIONS/ JOB DUTIES

Take ownership of the holistic needs and comprehensive assessments and case management services to all residents including: intake assessment, benefit assessment, progress monitoring, individual money management, tenant education, advocacy and referrals, and, assists in engaging residents and families in the development and execution of service implementation plans with their Case Managers.

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- Manage the process of vacancies or potential vacancies while collaborating with the Housing Specialists to reduce the fiscal impact of attrition for BHS®.
- Assess all new applications for acceptance to the Waiting list. Maintain and upkeep the waiting list to assure current and accurate information in available on a potential future residents.
- Council residents and/or their families to facilitate achieving service plan goals, developing life skills, and/or sustaining success and wellness; conducts activities and monitors the service environment in a manner to maximize client success and well-being.
- Collaborate between community Case Managers and Housing Specialists and help advocate on behalf of residents and families for services, basic needs, and other related issues.
- Conduct comprehensive, resident-centered social work activities in accordance with best practices.
- Review status of residents housed, while assessing 'high-priority' residents requiring

additional support to sustain housing (budgeting; payee status; meeting and exceeding individualized care plans), conducting home visits (as needed) related to resident needs.

- Respond to all housing inquiries and provide / or oversee initial intake and assessment, follow-up and monitor clinical service delivery.
- Remain updated with community resources and procedures for referring residents to appropriate resources as needed in conjunction with the resident's Case Manager.
- Facilitate case consultation for BHS® resident situations enlisting support of Case Managers and Housing Specialists.
- Develop and document critical incidents, crisis prevention plans, intervention, analysis and supportive services as needed.
- Connect residents with needed and available community resources. Follow-up with residents and agencies as appropriate to document use/success of referral.
- Take ownership of and fully understand the federally funded (contract) budgets and billing so that decisions regarding purchasing of items (e.g. bus passes; ancillary resident needs) and reporting requirements be made independent of Accounting Department staff. Approval of budget proposals will be granted by direct supervisor or Chief Programs Officer.
- Oversee the documentation for all service contacts on a timely basis including face-to-face interviews, contacts, correspondence and the case records in resident files and all data systems.
- Provide all required documentation in a timely manner, which may include resident follow-up, outcome evaluation, resident contact sheets, funder-required reporting and evaluations.
- Participate in staff meetings, staff training programs, supervisory sessions, and accept the responsibility for aiding the development of positive team relationships.
- Provide weekly updates and required reports to BHS® Chief Programs Officer.

MENTAL DEMANDS:

- Most of the duties are varied and regularly require analysis, comprehension, or limited judgment and discretion.
- Some of the duties may not conform to standard practices requiring the use of the analysis and interpretation to resolve problems.

PHYSICAL DEMAND CLASSIFICATION: Light

REQUIRED EDUCATION AND EXPERIENCE:

- Ability to work independently with strong sense of focus, task-oriented, non-judgmental, open personal qualities, clear sense of boundaries.
- Must have effective verbal and written communication skills with the ability to establish rapport with both internal and external partners.
- High level computer/technology skills to be able to navigate the agency required databases, documentation, and program procedures.
- Education Requirement: Master's degree in Social Work or related field.
- Familiarity with HMIS / Service Point is a plus.
- SSI/SSDI Outreach, Access, and Recovery (SOAR) training a plus.
- Knowledge of community resources and counseling/social work practices with high risk populations.

- Experience working with persons in crisis.
- Adhere to company policies, procedures, including HIPAA regulations and professional code of ethics.
- Good factual documentation skills.
- Ability to motivate others in achieving their professional goals.
- A strong sense of and respect for confidentiality involving residents, external resources and fellow employees.
- Ability to work in a variety of settings with culturally-diverse families and communities with the ability to be culturally sensitive and appropriate.
- Must have a valid driver's license and a reliable source of transportation.
- Must successfully complete Level II background and drug screening.
- Must have excellent customer service skills.
- Ability to prioritize and balance multiple tasks and commitment to meeting and exceeding deadlines and goals.
- Passion for customer service and problem solving.

EQUIPMENT, MACHINES, TOOLS USED:

Tablet, desktop, laptop, computer software (Microsoft 365 (Outlook, Excel, Word, Access), Yardi, CoAd, timesheets, printer, HMIS, telephone, copier), may use other equipment as required for the position.

DESCRIPTION OF WORK ENVIRONMENT:

Environmental Exposure:

Inside – 70%, Outside 30% depending on nature of projects or tasks to complete.

ADDITIONAL INFORMATION:

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by leadership. Leadership has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

SALARY:

capped at \$45,000 annually, health, vision, dental insurance, 401K, pay for performance program

REPORTS TO:

Chief Programs Officer

TO APPLY: send resume to: jane@churchillHRsolutions.com or call (914) 224-5013 for more information.