
Job Description

Job Title: HCV Housing Navigator
JD#: HCV
Department: Housing Choice Voucher (HCV) Program
Reports To: HCV Program Manager
FLSA Status: Non-Exempt
Approved Date: 2022

JOB SUMMARY

The Housing Navigation (HN) is a regular full-time position. The Housing Navigator performs his/her duties and responsibilities under the direction of the Director and or Manager of the Housing Choice Voucher (HCV) program. Individual hired is assigned a caseload and works with considerable independence in carrying out the essential functions of the position. The essential functions include determining housing barriers and resolution for program participants under the Housing Choice Voucher Programs; helping a family identify and visit potentially available units during their housing search, helping to find a unit that meets the household's disability-related needs, providing transportation and directions, assisting with the completion of rental applications and PHA forms, and helping to expedite the Emergency Housing Voucher (EHV) leasing process for the family.

ESSENTIAL FUNCTIONS

Essential Duties and Responsibilities

The duties listed below illustrate of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position. Undertakes and performs the following and all other work-related duties as assigned.

1. In consultation with assigned HCV Specialist and partner(s) determine customers housing barriers, housing preferences, needs and goals.
2. Meet agency goals with respect to locating and permanently housing customers.
3. Network and collaborate with area housing resources and regularly attended meetings.
4. Establish and maintain relationships with existing property managers/owners and establishes relationships with new potential owners willing to rent to HCV participants.
5. Establish, update, maintain and provide a list of available housing opportunities for customers.
6. Prepare material for making presentations to realtors, property managers, and owners or groups thereof.

7. Assist customers in their search for housing.
8. If needed, assist participants with rental application process.
9. Navigate rental eligibility by providing information on behalf of customer directly to perspective owner/manager.
10. Provide perspective management with details of HAKC.
11. Maintain communication and regularly update HCV Liaison and CoC Liaison of progress.
12. Other duties and projects as assigned.

SUPERVISORY RESPONSIBILITIES

The employee receives instructions and supervision from the HCV Program Manager. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed frequently and closely for accuracy, conformance to Authority policies, and attainment of objectives. The HCV Housing Navigator has no supervisory duties.

QUALIFICATIONS AND COMPETENCIES

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

1. Ability to learn federal, state, and local laws, rules, and regulations and Authority policies and procedures pertaining to public housing as appropriate to position.
2. Working knowledge of interviewing techniques and record maintenance.
3. Ability to meet and deal tactfully and courteously with the public.
4. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
5. Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner.
6. Knowledge of MS Office Suite.
7. Ability to work in a fast-paced office environment.
8. Demonstrate the ability to work effectively with a diverse economic population.
9. Must be able to perform mathematical calculations.
10. Demonstrate good time management skills and ability to prioritize tasks as needed.
11. Ability to be detail oriented, organized, and have good public communication skills.
12. Must maintain punctuality and attendance as scheduled.

EDUCATION AND EXPERIENCE

1. Three (3) years of non-profit or related experience strongly preferred.

2. Bachelor's Degree in Business Administration, Human Services or comparable combination of education/work related experience preferred.
3. Some experience in a social service setting with working knowledge of case management systems and planning techniques required.
4. Knowledge of housing resources, subsidy programs, and the Continuum of Care for homeless persons.
5. Familiarity with current housing market information, housing trends and resources.
6. Experience working with homeless individuals and families is strongly preferred.
7. Must be efficient in the following computer applications: Microsoft Word Excel and Outlook.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with occasional travel to meetings. The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Office environment. The noise level in the work environment is moderate. Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

CONTACTS

The employee's contacts are primarily with other employees, owners/landlords, and participants. Such contacts require the ability to establish and maintain good working relationships on a long-term basis. The purpose of these contacts is to obtain or provide information; plan, coordinate, and advise other activities; motivate, influence, or others; and justify, defend, negotiate, or resolve matters and issues concerning HCVP occupancy issues.

At times, some individuals may be skeptical, uncooperative, unreceptive, slightly hostile, and/or willing to express different viewpoints and objectives.

OTHER REQUIREMENTS

1. Must possess a valid driver's license.

2. Must pass employment drug screening and criminal background check.
3. Must work with the highest degree of confidentiality.

The Housing Authority of Kansas City, Missouri is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of Kansas City, Missouri is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE