



JOB DESCRIPTION

JOB TITLE	Homelessness Prevention Navigator
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Homelessness Program Coordinator
EFFECTIVE DATE	December 2017
SALARY	Band 6

JOB SUMMARY

Under the general supervision of the Homelessness Program Coordinator, the Homelessness Prevention Navigator determines initial and on-going client eligibility according to HPP Guidelines; develops, implements and monitors a Housing Stability and/or Sustainability Plan in conjunction with each citizen and/or Community Homelessness Service Provider; manages an assigned caseload of HPP services recipients. Actively engages with Community partners in both formal and informal settings.

JOB DUTIES AND RESPONSIBILITIES

Determines client initial and ongoing eligibility according to HPP Guidelines by:

- Conducting interviews by phone or in person at a variety of locations including but not limited to DNSSAB, rural/urban community settings, citizen home, or Community Homelessness Partners;
- Interview, assess citizen needs, provide advice effectively, provide /assess housing opportunities as well as understand and apply relevant legislation;
- Advocates on behalf of citizens for Homelessness services in areas such as, life skills, education, health, comfort, housing and community support systems etc.;
- Liaise and negotiate on behalf of citizens with third party community agencies such as landlords and utility companies, to develop repayment agreements;
- Develops and supports working relationships with referral agencies, partners and other community stakeholders including legal and support issues;
- Inform citizens of their rights and responsibilities;
- Ability to provide service to a broad range of citizens who may be distraught, in crisis or in an emergency situation;
- Demonstrated ability to assess, analyse and resolve complex situations.

Develops, implements and monitors a Housing Stability and/or Sustainability Plan in conjunction with each citizen and/or Community Homelessness Service Provider by:

- Assessing a citizen's housing situation to determine Homelessness service needs;

- Refer/navigate citizens to Community Homelessness Service providers, as well as other DNSSAB departments if deemed the most appropriate course of action;
- Engage the citizen in a goal setting process to increase their housing stability/sustainability and provide follow-up to ensure success has been achieved;
- Demonstrate solution based conversations with client.

Manages an assigned caseload of HPP services recipients by:

- Update HPP recipients files, records and documents as required;
- Review and action reports and statistical data;
- Complete and commission all necessary documentation, such as HIFIS case management and Statistical databases;
- Maintain a current knowledge of legislation, policies and procedures, programs, and community resources;
- Develop and maintain professional relationships with community agencies, office staff and citizens we serve;
- Calculate and approve benefits as per eligibility criteria and seek cost sharing opportunities whenever possible;
- Perform administrative and financial functions as necessary;
- Action and monitor third party cost sharing agreements.

Actively engages with Community partners in both formal and informal settings by:

- Attending No Wrong Door (NWD) case conferences to offer assistance and/or expertise in finding solutions to citizens' housing needs;
- Work across the District at partner organizations to meet with citizens and provide services;
- Attend conferences/workshops to network and raise the profile of HPP services.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Minimum post-secondary Diploma in Mental Health and Addictions or related field or acceptable combination of education and experience;
- Up to two (2) years previous experience in a Social Services delivery environment, such as but not limited to: Ontario Works, ODSP and Housing Services;
- Good working knowledge of the Housing/Homelessness Legislation & Regulations;
- Good working knowledge of Community Service Providers;
- Good working knowledge of 10 Year Housing & Homelessness Plan, Poverty Reduction Strategy;
- Good verbal and written communication skills, organizational skills, negotiations skills, motivational skills and conflict resolution skills; excellent customer service skills;
- Proficiency in the use of computers;
- General knowledge of the full range of programs delivered by DNSSAB including: Ontario Works, Child Care, Affordable Housing and Emergency Medical Services;
- Must possess valid Ontario Driver's License and have a vehicle available for use on the job;
- Respect confidentiality.