



# The Kitchen, Inc.

<b>Job Title:</b> Housing Navigator - Veterans	<b>Department:</b> Compliance & Programs	<b>Supervisor:</b> Coordinator Veterans Program
<b>Supervisory Responsibility:</b> No	<b>FLSA Status:</b> Non-Exempt	<b>Pay Rate:</b> \$

## Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

## Position Summary:

The focus of this position is to facilitate the process for eligible Veterans and their families to be rapidly rehoused in appropriate housing and ensure all grant requirements for such housing are met. The Housing Specialist will also provide key support to the Case Management team.

## Major Areas of Responsibility:

- Learn the housing process and requirements for the Home at Last Program.
- Maintain documentation and data on housing in manner specified by the grant.
- Communicate in a timely and clear manner with participants, team members and landlords regarding housing.
- Locating and identifying potential housing for participants.
- Ability to transport clients and conduct work in the community as an approved driver for The Kitchen, Inc.
- Assist the Case Management team with recording TFA, filing, and other supportive tasks.
- Assist the Case Management team in facilitating Rapid Resolution documentation requirements and participant services.

## Specific Job Responsibilities:

- Interact with the Coordinator of Housing Operations as required.
- Meet with participants and maintain contact as needed until the participant is housed.
- Keep the Case Manager updated on the process and progress of the participant.
- Utilize checklists to ensure all steps are completed for the housing process and documentation required by the grant are completed before providing to the Case Manager for review and filing.
- Follow-up with participants to ensure any issues with warrants are taken care of.
- Identify housing that meets participant's needs and falls within the identified monthly rent allowance.
- Transport participants to view identified units in the community as needed.
- Negotiate lease terms, rent and utility contracts and complete rent reasonableness calculations.
- Work with participants to ensure proper documentation is received for any service or companion animals.
- Have client complete the Limited Power of Attorney (LPOA) as needed.
- Complete and document the Housing Quality Standard (HQS) inspection and Lead Based Paint (LBP) inspections for each apartment as required.
- Schedule and coordinate the heat treat of belongings and the physical move.
- Document all interactions utilizing approved case note format.
- Complete the rent calculation and review with the client.
- Provide resolution for the normal participant and landlord questions and concerns.
- Complete check requests for initial rental agreement and then monthly, submit to the Coordinator for approval and then document the TFA in HMIS.



# The Kitchen, Inc.

- Provide supporting documentation with all check requests to meet grant requirements.
- Understand what expenses are eligible under the grant being utilized for the participant housing.
- Complete the housing documents and provide to the Case Manager in the required time frame to be placed in the client file.
- Assess participant storage units to determine whether items meet criteria to be scheduled for moving through the receiving and distribution center.
- Document condition of rental unit at leasing and move out utilizing photos and/or video to provide documentation to mitigate any damage claims.
- Attend lease signings with clients.
- Assist in collecting, entering, and filing all required SSVF Data Elements in HMIS for Veterans accessing the Rapid Resolution program for the Case Management team.
- Assist Case Management in identifying resources for Veterans accessing Rapid Resolution
- Assist the Case Managers with writing agreements to facilitate housing options under Rapid Resolution.
- Assist the Case Management team with general filing, data entry, and other tasks.
- Other duties as assigned.

## **Job Requirements:**

### Education and Experience

- Associates Degree or equivalent from two-year college or technical school
- Or Six months to one-year related experience and/or training
- Or equivalent combination of education, training, and prior experience

### Abilities and Competencies:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Continuous Learning – Seeks feedback to improve performance.
- Problem solving – Identifies and resolves problems in a timely manner
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation – Exhibits tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time.
- Adaptability – Adapts to changes in the work environment; manages competing demands. Ability to rapidly switch between projects.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Quality – Demonstrates accuracy and thoroughness.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.
- Ability to read and interpret documents such as leases, operating and maintenance instructions, policy and procedure manuals, and safety rules.



# The Kitchen, Inc.

- Ability to write routine reports and correspondence including leases.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratios, and percent.
- Ability to apply common sense in understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situation.

## Other

- Valid Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.
- Section 3 applicants encouraged to apply.

## **Physical Demands:**

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 individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is:

- Regularly required to talk or hear via the phone or in person.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Frequently required to stand; walk; reach with hands and arms.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

---

Signature

Print Name

Date