



Job Description DNC Client Navigator

Position Title: Delano Navigation Center (DNC) Client Navigator

Reports To: DNC Program Manager

Classification: Non-Exempt **Category:** Part time - Evenings

Summary

Under the direction of the Program Manager, the Client Navigator provides client advocacy, case management, benefit establishment, linkage to Mental Health/Substance Abuse services, linkage to stable housing and all other supportive services as needed. Client Navigators will provide individualized client support by helping each client develop a plan to address their barriers, increase their income, and maintain and sustain permanent housing. As part of the plan, the Client Navigator will identify each area in which clients will need assistance to accomplish the outlined goals and objectives (i.e., scheduling appointments, applying for public benefits, identifying subsidized housing, etc.) and the Client Navigator will take full responsibility for their clients' success.

Responsibilities

The following reflects essential functions for this job but does not restrict the tasks that may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Intakes and Assessments

- Conduct screening interviews, complete intake documentation and coordinate appropriate completion of the VI-SPDAT;
- Perform initial comprehensive case management assessment and develop a plan of intervention that addresses need for housing, services, crisis intervention, and continuity of care planning and coordination;
- Respond to referrals and client's request for case management assessment and intervention within the required response time;

Case Management

- Provide system of care navigation services designed to assist clients in obtaining stability;
- Encourage and promote an environment that is strength-based to assist clients in meeting their individual goals;

- Provide onsite case management services in the areas of employment linkage, benefits establishment, and other services as needed to assist in reaching case plan and treatment plan goals;
- Respond to and assist in resolving emergency and priority situations such as safety and security measures.

Housing Navigation

- Identify appropriate permanent housing options for clients, such as, subsidized housing Section 8, Shelter Plus Care, VASH, permanent supportive housing, affordable and market rate housing, and other housing opportunities
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords.

Data Collection and Reporting

- Achieve knowledge of the contracts and grants for which you work under;
- Maintain client related data tracking systems, including case notes and complete HMIS entries;
- Prepare case-related reports including outcomes, successes and challenges;
- Generate client data for monthly reporting;
- Demonstrated proficiency in using Microsoft Outlook, Word, Excel and other applications as well as experience using and entering data into HMIS or other client databases.
- Maintain complete and accurate documentation of service objectives and outcomes as well as other services in accordance with federal, state, county and the Organization's guidelines;
- Complete follow-up and retention services, and provide back-up documentation in client file.

Other Duties as assigned.

Required Qualifications

- Experience working with individuals that are homeless or chronically homeless.
- Knowledge of homeless system of care ideal.
- Commitment to recovery for persons with behavioral health challenges and ending homelessness.
- Demonstrated ability to manage multiple priorities required.
- Highly motivated self-starter, with proven ability to develop creative solutions.
- Commitment and ability to work as part of Flood's DNC team
- Demonstrated ability to utilize computers and proficiency in Microsoft Office software.

- Projects a professional demeanor and possess excellent writing and oral communication skills, interpersonal skills, and ability to work individually and as part of a team.
- Employment eligibility verification
- Reliable transportation
- Ability to work flexible hours including evenings
- Ability to be on call for after-hours concerns
- Valid CA Driver's License, proof of insurance coverage and must be able to qualify for Flood auto insurance coverage

Job Demands

Work Environment

The employee may be in contact with individuals and families in crisis who may be ill, using alcohol and drugs, and who may not be attentive to basic personal hygiene, health and safety practices. The employee may experience a number of unpleasant sensory demands associated with the participant's use of alcohol and drugs, and lack of personal hygiene. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations. The noise level in the work environment is usually moderate in an office setting. Sometimes work may become stressful when working under pressure.

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 frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.

Equal Employment Opportunity (EEO)

Flood provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Flood complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

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