

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Housing Navigator - Independent Service Coordination Team
Reports To:	Program Manager
Supervises:	None
FLSA Status:	Non-exempt
Pay Grade:	3

General Duties:

The Housing Navigator is responsible for the delivery of assigned Independent Service Coordination (ISC) program services in accordance with Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines. The Housing Navigator Program is designed to promote access to independent, community-based housing options for people with intellectual and developmental disabilities (IDD). Housing Navigator services are available to people already in the Home and Community Based Medicaid Waiver and those newly selected from the Prioritization for Urgency for Need of Services (PUNS) list. Housing Navigators do not have control over the availability of housing but will help people pursue their choices.

The position will cultivate independent rental housing opportunities in RPC's ISC service area (a 13-county region consisting of Champaign, Ford, Iroquois, Vermilion, McLean, Tazewell, Mason, Woodfield, Livingston, LaSalle, Bureau, Marshall, and Putnam counties) and work with individuals interested in this option to identify and navigate the housing application process. Housing Navigators will work collaboratively with the ISC case management team and the assigned service partner to ensure a quality, safe, and affordable housing placement with appropriate services. This position will develop and maintain relationships with landlords, property managers, and serve as a resource for the services agencies supporting the individuals in their own home. The overall objective is to help participants achieve and maintain stable housing.

Specific Duties and Responsibilities:

- Develop connections with and educate landlords within the ISC region so they understand the goals of people with IDD living in their own home with services.
- Educate and engage individuals with IDD and their families about supportive housing opportunities and how to request supportive housing through the Discovery Plan process.
- Collaborate with other ISC staff on the Discovery Plan and related housing

assessment to identify housing goals, support needed to maintain a lease, create a housing emergency plan, and identify technology or other modifications that would be needed in a housing unit.

- Complete the Statewide Referral Network (SRN) referral process. Keep the records updated including with information about the assigned case manager providing for long-term support.
- Learn the various housing access pathways in affordable housing, public housing, and private rental housing.
- Identify other rental housing opportunities that meet price range of prospective tenants.
- Educate families and landlords about co-signing opportunities for leases.
- Provide rental counseling and mediation to tenants and landlords to assist individuals in obtaining/maintain safe, decent, and affordable housing.
- Assist and counsel individuals in the areas of budget, credit preparation, and action plan development to obtain/maintain safe, decent, and affordable housing.
- Maintain client information & activity in the appropriate reporting program(s).
- Coordinate apartment outreach and showings and track the leasing/application process.
- Secure Housing Transition Funds and items needed at move-in.
- Communicate regularly with program staff, Illinois Council on Developmental Disabilities, Department of Human Services (ICDD), Division of Developmental Disabilities (DDD), Technical Assistance provider, and services provider.
- Refer clients to more intensive services or long-term assistance as needed.
- Transition the Housing Stability Plan to the IDD provider and/or ISC case manager;
- Maintain a teamwork approach and coordinate services with other team members within and outside of the ISC.
- Respond to information and referral requests and contacts in accordance with established protocol.
- Attend all scheduled staff meetings.
- Positively communicate the organizational/department/program vision, strategic direction, and purpose internally and externally.
- Maintain 12 annual Continuing Education credits as required to maintain QIDP certification.
- Maintain confidentiality according to regulations.
- Complete mandated reporting responsibilities (DCFS, OIG, Adult Protective Services).
- Attend training to maintain and enhance skills or as required by supervisor.
- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximize coordination and communication among all the Community Services programs and staff.
- Maintain up to date work schedule in Outlook calendar
- Demonstrate openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Support co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.

Housing Counseling Specific Duties & Responsibilities

- Assist and counsel individuals in the areas of budget, credit preparation, and action plan development to obtain/maintain safe, decent, and affordable housing.
- Provide rental counseling and mediation to tenants and landlords to assist individuals in obtaining/maintain safe, decent, and affordable housing.
- Provide housing counseling services (includes pre-purchase, rental, credit counseling, reverse mortgage, and default foreclosure)
- Build relationships with customers to set goals and provide ongoing support to achieve goals
- Coach and counsel customers on finances and life skills.
- Work with customers to create and follow a budget and track expenditures
- Provide case management for all applicable funding sources such as rent, mortgage, water etc.
- Counsels and assists existing homeowners to maintain their homeownership
- Coordinate with all necessary community resources (realtors, lenders, appraisers, title company representatives, program administrators, county and city representatives, etc.) to ensure that documentation is accurate, complete, timely, and satisfies all requirements and parameters of programs/services offered.
- Enter all required client documentation into client management system in a timely manner as required by agency and HUD standards.
- Create and maintain client files as required by agency and HUD standards.
- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field. Housing Navigator is required to have at least one year of experience providing direct services to persons with developmental disabilities.
- Two (2) or more years' experience in human services delivery in a case management, care coordination, outreach, or similar capacity.
- Experience in working with clients who live in independent housing settings.
- Experience in working with affordable housing developers and landlords to access resources for client placements.
- Knowledge of landlord tenant rights and fair housing laws.
- Ability to obtain program specific certification(s) within twelve months; Housing Navigator is required to obtain QIDP credential within 1 year of hire date.
- Obtain HUD Housing Counselor certification within 9-12 months of hire date.
- Maintains Continuing Educations credits as required to maintain certification(s).
- Ability to pass criminal background check.
- Valid driver's license and ability to transport clients and visit their homes throughout service area on a routine basis.
- Ability to follow program procedures while adjusting work style to meet the needs of the client.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.

- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Proficient in English (spelling, punctuation, and grammar)
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Computer skills needed to complete case documentation, data entry and timesheets.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate client scheduling needs including periodic evenings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Travel to meetings, training, service delivery, and other work sites across a 13 county region.
- Provide direct work with program participants or on behalf of the program participant approximately 65% of workweek.
- Travel and/or complete non-client specific program related functions sitting/standing at a desk approximately 35% of workweek.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.
- Ability to make effective decisions that result in achieving goals of the department and organization.

Competencies:

- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Client Assessment:** Interview with client to identify individual needs, preferences, and strengths. Client assessments lead to informed decisions that impact on care planning, resources allocation and other services. The assessment process determines the most appropriate and effective way to support clients.
- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.

- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affects others' perception of him/her.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Effectiveness:** Ability to organize work process in such a way to "get the job done" using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.
- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors or omissions quickly and thoroughly.
- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.

- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Teamwork:** Provides assistance, information or other support for the team to build or maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.
- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
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- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

Work Environment:

- Primary work environment will be performed in an office setting and clients' homes with many different variables related to pets, cleanliness, air quality, etc.
- Frequent near-vision use for reading and computer work.
- Evening and weekend availability required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling frequently in an automobile, or in client's/family's homes.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

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