

Job Title: Outreach Navigator
Location: Streets of Riverside County
Department: Housing
Reports To: Outreach Director



## Job Description

Outreach is a fast-paced and very hands-on job requiring high-levels of nuanced people skills and extreme flexibility as well as self-management by those who are comfortable in a wide variety of unconventional situations working with a very challenged population.

The Outreach Navigator will identify and build rapport with homeless individuals and families living on the street or in vehicles. Navigators will assist clients in breaking the cycle of homelessness by moving from the street to interim housing, accessing necessary social services, and rapidly responding to immediate needs assisting them towards housing. Navigators will provide individualized client support throughout this entire journey 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 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 Outreach Navigator will take full responsibility for their clients' success with support from the Outreach Director and Housing Director and Housing Navigators. Outreach Navigators will also assist with meeting the emergency, transportation, and general support needs of housing and shelter program clients as needed.

## Responsibilities

- Rapidly Respond to requests that come through the Resource Line for assistance in the community to assist homeless individuals on the streets and in parks.
- Perform outreach services, contacting homeless persons in all places where they congregate in the geographic areas covered under our contracts.
- Coordinate intake and individualized needs assessment for all clients and work with clients to develop Individualized Service Plans (ISP) that address barriers to obtain services/housing and/or perform a warm handoff to Housing Navigators.
- Monitor and evaluate client's progression through their Individual Service Plan (ISP), and develop modifications to the plan as necessary with the case manager.
- Provide supportive services in a non-judgmental manner.
- Drive the outreach vehicle and transport clients to appropriate services. Occasional personal vehicle use to transport clients may be necessary.
- Crisis intervention for homeless in the community.
- Provide information, referrals, linkages, and advocacy to assist clients in accessing services and resources.
- Assist clients with procuring necessary documents and services such as identification card(s), birth certificate, social security income, disability income with aid from the case managers.
- Identify appropriate permanent housing options for clients such as subsidized housing, Section 8, Shelter Plus Care, and VASH, as well permanent supportive housing, affordable and market rate housing, and other housing opportunities with support of the Housing Director.
- Assist clients with housing applications, complete supportive and subsidized housing paperwork, survey rental market for affordable housing, and advocate for clients with prospective landlords with support of the Housing Director and Navigators.

- Maintain client related data tracking systems, including case notes and complete HMIS entries with support of Director of Homeless Services.
- Log and maintain client engagements and outcomes accurately and on-time.
- Generate client data for monthly reports.
- Mediate disputes between homeless persons and community members/neighborhood stakeholders.
- Attend collaborative meetings.
- Actively participate in staff meetings and trainings.
- Network with other agencies, coalitions, and local community meetings.
- Other duties as assigned

### **Qualifications**

- Associate's Degree, Bachelor's Degree preferred or equivalent experience in a related field.
- Two years in street outreach experience.
- Computer skills with proficiency in Microsoft Office. HIMS training a plus.
- Project a professional demeanor.
- Able to work independently and as part of a team.
- Exercises mature professional judgment.
- Strong written and verbal communication skills.
- Maintain a regular attendance.
- Maintain and execute confidential information.
- Highly motivated self-starter and ability to coordinate multiple projects simultaneously in a high-pressure environment.
- Demonstrated ability to work with diverse communities.
- Good problem solving and conflict resolution skills.

### **Required qualifications:**

- Employment eligibility verification.
- Reliable personal (not public) transportation available at all times with proof of insurance.
- Updated tuberculosis test.
- Successful completion of background screening.

### **Physical Requirements:**

Housing and Outreach Navigators are often required to visit clients in non-conventional locations. Sometimes while carrying supplies and needed equipment. This may include...

- Walking extensive distances
- Walking on unlevelled terrain
- Carrying up to 30lbs for extensive distances

Navigators are also required to work for many hours out of their vehicles making many stops throughout the day.