

Willis Dady Homeless Services

Job Title: Support Services Navigator

Immediate Supervisor: Employment Services Director

Agency Overview: *Since 1987, Willis Dady Homeless Services has been working to empower individuals and households to break the cycle of homelessness and become self-sufficient. Willis Dady offers robust and individualized services to households at risk of and experiencing homelessness in Linn County, Iowa. Willis Dady works closely with local homeless service providers to identify gaps in services and provide innovative and personalized ways to fill those gaps to best meet the needs of our community.*

Position Summary: The Support Services Navigator is responsible for working directly with the Downtown Public Library Staff to find and assist households who are facing the loss of their housing or are unstably housed, as well as those who are currently sleeping unsheltered. The Navigator will work with households for a range of time; some will involve a one-time, in person meeting at the library and others will require a series of meetings and/or assistance. The Navigator will support library staff by providing referral services to patrons, de-escalation, crises mediation, and other supportive services. The Navigator will need to work with a wide range of service providers (including financial and other resources) to assist households in maintaining and/or gaining stable housing. Follow-through, relationship building, and knowledge of resources are essential to the Navigator's success. Travel and client transport are a core part of the position (travel will be reimbursed by Willis Dady and the Navigator must supply their own vehicle). The schedule will be set based on program needs and will require hours on the weekends and/or evenings in lieu of a traditional Mon – Friday schedule.

The position is full time (40 hours per week) with an hourly rate of \$19.23 and a competitive benefits package: 75% of employee health premium covered by the agency, dental and vision plans, 3% Simple IRA match, short-term and long-term disability, life insurance, paid time off, personal days, flexible scheduling, and a 30-day paid sabbatical after five years of employment. Willis Dady is a federal student loan forgiveness qualifying agency. This position is grant funded and contingent upon ongoing grant renewals.

To Apply

Please submit a resume, cover letter, and contact information for three professional references to Kelsey Culver at kelsey@willisdady.org or via mail at 1247 4th Ave. SE, Cedar Rapids IA 52403. Interested applicants may also call for more information at: 319-362-7555. Applications are now being accepted until the position is filled.

Requirements

The Support Services Navigator must be self-driven and motivated to help households at risk of or experiencing homelessness access resources, referrals, and housing stability. The Housing Case Manager must believe in and promote the housing first model and trauma informed care. Previous experience working within homeless services and/or lived experience of homelessness is highly preferred.

Qualified candidates must have:

- Align with agency core values: Support, Stability, and Opportunity: Empowerment: Equity and Inclusion: Meet People Where They're At: Energy, Enthusiasm, and the Courage to Lead: Acting with Integrity: Community.
- High school diploma or equivalent with a minimum 2-years' experience working with individuals in crisis or vulnerable populations. Alternatively, 5 years' experience in lieu of a diploma.
- Ability to travel throughout Linn County, a valid driver's license, vehicle insurance, and access to a reliable vehicle daily. All work-related travel expenses will be reimbursed by Willis Dady.
- Must be able to make independent decisions about schedule, travel, client priorities, etc. daily. Must also be able to brainstorm and share information with Willis Dady case managers and administrative staff.

Don't meet every requirement? Studies have shown that women and people of color are less likely to apply to jobs unless they meet every qualification. Willis Dady is dedicated to building a diverse, inclusive, and authentic workplace. So, if you're excited about this role, we encourage you to apply anyways! You may be just the right candidate for this or other roles!

Principle Responsibilities/Duties

1. Library Support Advocacy
 - a. Work in partnership with library staff to identify households for services:
 - i. Prevention: Identify households who are 2-4 weeks from becoming homeless or who are living in unsafe doubled-up situations
 - ii. Street Outreach: Identify households that are sleeping in places not meant for habitation, such as outdoors, in vehicles, abandoned buildings, or other locations
 - b. Provide support services to library staff, volunteers, and patrons:
 - i. Maintain positive, productive relationships with staff, volunteers, and patrons
 - ii. Provide support when staff works with patrons who are in crises
 - c. Initiate relationships with households who need your assistance. Focus on households who do not have other resources available to them, don't know how to find other resources, and/or have been homeless in the past.
2. Client Advocacy
 - a. Assist ~ 20 new households each month. Maintain a balanced case load of those who need one-time or short-term assistance versus those who need longer term assistance. Target caseload is 70 households, some of whom will be new and some who will need only a check-in phone call. Once the caseload is built, households must be exited at the same rate of new intakes.
 - b. Build positive relationships with clients to help them feel welcomed and to better enable them to find the resources they need.
 - c. Provide your services through a Housing First approach; focus on helping clients find and maintain housing no matter their other barriers.
 - d. Assist clients with meeting basic needs by helping them obtain emergency food, clothing, transportation, and shelter services. This may entail transporting clients from the library to other social service agencies to meet their emergent needs.
 - e. Continuously improve your networks with landlords and advocate for your clients with landlords and property managers to assist them in obtaining desirable housing.
 - f. Stay informed about area service providers, application processes, and eligibility requirements. Provide warm hand-offs to other agencies so clients have direct contact when they are referred. Advocate for your clients by talking directly with other service providers.
3. Administrative
 - a. Become ServicePoint certified within three months of employment. Accurately enter all households served into ServicePoint and correct any errors in a timely fashion.
 - b. Perform other agency administrative duties to standard
4. Crisis Management
 - a. Use sound judgment and initiative to respond to various crisis as soon as they arise.
 - b. De-escalate situations before they become larger issues.
 - c. Prioritize and manage your time to respond to the most pressing needs first.
 - d. When safety issues arise, contact proper authorities to ensure individuals are safe (e.g. hospital for detox, mobile crisis for suicide prevention, and police for crisis intervention).
5. Teamwork
 - a. Work closely with all Willis Dady case management and shelter staff to share resources and ideas to serve clients most effectively. Attend and participate in agency meetings, including the mandatory monthly staff meeting and weekly case management meetings.
 - b. Remain flexible. As a grant funded position, the goals may change over time. Be active in helping design and modify the position as needed. Help identify ways to align the position with the most urgent prevention initiatives to make the greatest impact.

Note: It is the policy of Willis Dady Emergency Shelter to provide employment without regard to race, color, religion, national origin, sex, age, marital status, disability, sexual orientation, Vietnam era or disabled veteran status. All offers of employment are contingent on a negative report on the State of Iowa Criminal History Records Check and Sex Offender

Registry. Willis Dady is an At Will Employer.