

Sacramento Steps Forward Job Description

Job Title: Homeless Outreach Navigator
Department: Outreach
Reports To: Outreach Manager
FLSA Status: Non-Exempt
Prepared By: SSF Executive Staff
Prepared Date: June 27, 2019

Summary: Homeless Outreach Navigators serve as representatives of Sacramento Steps Forward in providing direct service navigation and resource management to individuals experiencing homelessness within Sacramento County. Navigators are members of the larger Outreach team, reporting directly to their Field Administrator on daily tasks and assignments and, ultimately, to the Outreach Manager. This role is vital in providing individuals experiencing homelessness with the service guidance, support and advocacy needed to successfully apply for and be placed into housing opportunities in the Sacramento region. Each Navigator will work in the general public alongside colleagues from the public and private sectors; professional behavior is expected at all times.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Provide outreach and service connection to individuals experiencing homelessness in Sacramento County;
- Conduct Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) submission for potential client placement into Department of Housing and Urban Development (HUD) subsidized housing;
- Work with clients to end their cycles of homelessness outside of subsidized housing options;
- Work with clients to determine needs and connect with all available and appropriate resources;
- Document all contacts and outcomes in the Homeless Management Information System (HMIS), Eponic, and any other system designated or assigned by the Outreach Manager;
- Develop relationships with federal, state, and local agencies and partners that can serve as referral resources;
- Perform special assignments, such as participating in homeless census counts, data processing, presentations, etc., as assigned by the Outreach Manager;
- Build partnership networks with existing homeless service providers;
- Ensure client information is secure and remains confidential;
- Make regular and repeated contact with current and potential clients;
- Create and maintain a positive relationship with all clients (past, current or potential);
- Coordinate transportation for clients to and from appointments;
- Make calls and coordinate hand-offs to service providers and clients' families, as applicable;
- Assist clients with accessing services and housing.

Knowledge, Skills, Abilities:

- Develop a working knowledge and understanding of the Sacramento Continuum of Care and Coordinated Entry and Assessment System;

- Ability to prioritize required workload, which includes both time in the field and administrative duties, such as paperwork, reports and data submission;
- Knowledge and understanding of individuals experiencing homelessness and their associated needs;
- Knowledge of available social services in Sacramento County, as well as how to access them;
- Knowledge of housing options for individuals experiencing homelessness in Sacramento;
- Strong verbal and written communication skills, ensuring that all correspondence is written in a professional manner;
- Strong work ethic and ability to work independently;
- Exercises patience during all interactions;
- Works well under pressure to meet multiple, competing deadlines;
- Demonstrates professional and cooperative behavior with colleagues and supervisors at all times;
- Experience working with a large diverse workforce of people with different cultures, backgrounds, and opinions;
- Ability to get along and work effectively with others;
- Regular, predictable attendance is required.

Supervisory Responsibilities: This position has no supervisory responsibilities.

Measures of Performance: The Homeless Outreach Navigator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. **Critical Thinking** – Uses logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. **Judgment and Decision Making** – Considers the relative costs and benefits of potential actions to choose the most appropriate one.
3. **Dependability** – Can be relied upon to handle a fair workload, meet deadlines and commitments, and accept responsibility for actions.
4. **Quality of Work** – Demonstrates concern for the accuracy and quality of work, and takes steps to correct mistakes and improve the overall product.
5. **Communication** – Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information.
6. **Cross-Cultural Sensitivity** – Is aware of differences and is sensitive to the needs of different cultures. Modifies behaviors and communications to accommodate these differences.
7. **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

8. **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
9. **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Supports affirmative action and respects diversity.
10. **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.
11. **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and /or Experience: A High School Diploma is required; Associate's Degree (AA) or Bachelor's Degree (BA) highly desired or equivalent from two-year college or technical school; one year of related experience and/or training; or, equivalent combination of education and experience. Previous experience working with social services, in homeless prevention or with non-profit organizations preferred.

Language Skills: Ability to read and interpret documents such as safety rules, instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of clients or employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy and fax machines, and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required. The Navigator may be asked or required to transport clients in the agency vehicle, as directed by

the Outreach Manager. All driving privileges are subject to a driving record review and the employee may be required to pass an internal agency driving test prior to operating any agency vehicle.

Physical and Emotional 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. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet. Incumbent must be able to patrol on foot for an eight hour shift, exposed to all weather conditions (hot, cold, rain, sunshine). Incumbent will be expected to navigate varied terrain, including curbs, sidewalks, grass, uneven dirt, brush, and forested environments etc.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the “Essential Requirements” of the job outlined herein, except as noted here (If none, so state):

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

- I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.
- I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration,

and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

Employee signature

Date

Supervisor

Date