

Position Description

Position:	Housing Navigator Case Manager	FLSA	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Job Family:	Social and Community Service Managers	Exempt:	
Status:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time/Contract <input type="checkbox"/> Temporary (OPS)/Intern	Job Code:	11-9151
Salary Range:	\$46,000 - \$52,000; or <i>Commensurate with experience as outlined below</i>		
Reports To:	Program and Contract Director		

Position Summary:

The Housing Navigator Case Manager provides direct case management services to individuals and families experiencing or at risk of homelessness, with the goal of achieving housing stability. This position involves housing navigation, service planning, linkage to supportive services, and ongoing monitoring of participant progress. The Housing Navigator Case Manager collaborates with internal staff, community agencies, landlords, and BBCoC sub providers to deliver client-centered, housing-focused solutions.

Duties and Responsibilities: Specify detailed responsibilities with associated time allocations. Align with the BBOC's mission, as indicated in the form. **Note:** *This job description will be reviewed and updated as duties and responsibilities change and develop, subject to changes of business necessity.*

% OF TIME	DUTIES AND RESPONSIBILITIES
30%	Conduct assessments, develop individualized housing and service plans, and provide ongoing case management to support housing stability.
25%	Assist clients in locating, securing, and maintaining safe and affordable housing; communicate and coordinate with landlords.
15%	Maintain accurate documentation and enter client data in the Homeless Management Information System (HMIS); ensure compliance with funding guidelines.
10%	Coordinate referrals and access to community resources, including employment, benefits, health care, and mental health services. development.
10%	Participate in case conferencing, team meetings, training sessions, and organizational initiatives to support continuous improvement.
10%	Reporting & Evaluation – Generate monthly reports on program metrics to inform organizational success.

Subordinates: *(Specify positions or roles that report directly to this position.)*

POSITION TITLE/ROLE

NONE

Knowledge, Skills, and Abilities:

Knowledge of housing-first and trauma-informed care models.
Familiarity with HUD, CoC, ESG, and/or supportive housing programs.
Skill in client engagement, motivational interviewing, and service coordination.

Ability to build rapport with vulnerable and diverse populations.
Proficiency in documentation, time management, and problem-solving.
Ability to navigate landlord relationships and resolve housing challenges.
Basic understanding of HMIS or comparable data systems.
Strong written and verbal communication skills.
Ability to work independently and collaboratively to meet organizational goals.
Skill in managing sensitive topics with professionalism and tact.
Commitment to fostering an inclusive and respectful environment.

Minimum Qualifications:

Education: Bachelor's degree in Social Work, Psychology, Human Services, or related field preferred.

Experience: Minimum 1–2 years of case management or direct service experience with low-income or homeless populations preferred.

Licenses/Certifications: None Required

Physical, Environmental, and Mental Demands: *This position requires all essential duties to be performed with or without reasonable accommodation, in compliance with ADA standards.*

PHYSICAL REQUIREMENTS

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 accommodation may be made to enable individuals with disabilities to successfully perform the essential functions.

- Sitting – Approximately greater than 2/3 of on-the-job time
- Talking or hearing – Approximately greater than 2/3 of on-the-job time
- Weight lifted/force exerted – An average of approximately up to 10 pounds, non-continuously.
- Physical requirements listed are primarily applied to the ability to lift and move paper supply, files, etc.
- Vision – Close vision (clear vision at 20 inches or less)
- Driving – Approximately less than 1/3 of on-the-job time

OTHER JOB-RELATED REQUIREMENTS

- A valid driver's license and proof of current automobile insurance
- Occasional out-of-state travel for professional conferences/training (generally less than one week for each occurrence)
- Occasional local or in-state travel for community meetings or onsite implementation support

Working hours: **Daily from 8:30AM to 5:30PM Total hours in workweek 40**
