



Position: HUDVASH Senior Housing Navigator - SSVF
Location: New York, NY
Reports to: Assistant Director of Housing and Data Quality
Hours: Full-time, 40 hours per week, some evenings/weekends required

About Jericho Project

Inspired by the belief that transformation can occur in every individual, Jericho Project was founded in 1983 to help New York City address and end homelessness among men, women, and families. Jericho Project steadfastly works to advance its mission by creating a community that inspires individual change, fosters sustainable independence, and motivates men and women to reach their greatest potential.

In its 39-year history, Jericho has grown from its genesis as a small housing program to a comprehensive agency providing over 400 units of supportive housing, as well as significant life-changing services to over 2,000 homeless and at-risk adults and children throughout New York City.

About the Position

Jericho Project is seeking an experienced and driven individual to join the Supportive Services for Veteran Families (SSVF) Program as the HUDVASH Housing Navigator. The HUDVASH Housing Navigator will be responsible for assisting very low-income veterans with identifying and obtaining safe and affordable housing opportunities. The incumbent will be responsible for developing and cultivating housing leads and resources through community agencies, landlords and real estate brokers willing to accept program participants with little or no income. The Housing Navigator will also work with immediate veteran family members, the VA, NYCHA, HPD, and HRA to ensure housing is secured and maintained in a timely and efficient manner.

Responsibilities:

- Conduct housing intakes and assessments with veterans referred from the VA HUDVASH team and other VA staff to assess housing needs and preferences utilizing a Housing-First approach.
- Supervise, team-build, coach, and train SSVF HUDVASH Housing Navigator staff.
- Work collectively with other NYC SSVF housing navigator staff to collaborate on available housing and landlord/broker connection
- Responsible for coordinating with CoC, DHS, VA and SSVF grantee partners on appropriate housing for homeless veterans.
- Ensure that all Temporary Financial Assistance is an eligible expense by reviewing and approving all financial assistance requests.
- Works alongside Program Director to facilitate staff/ subcontractor development through group and individualized activities as related to analysis of the SSVF program, understanding of program development, and improved use of individual skills.
- Manage a small caseload of clients as needed to ensure intensive housing navigation is provided as needed;
- Arranges forums with outside providers to provide information on topics related to securing and maintaining permanent housing.
- Engage in phone and field-based outreach to obtain suitable veteran housing with HUDVASH voucher. Develop and cultivate strong relationships with housing

- resources, including landlords, brokers, and real estate agencies.
- Advocate on behalf of the veterans with landlords and brokers to overcome any issues or challenges to securing suitable housing.
 - Provide participants with listings of potential housing options in alignment with participants housing needs and geographic preferences
 - Collects and analyze data, prepare reports, and provides information regarding housing for Veterans at-risk of homelessness or at-risk of becoming homeless.
 - Provides additional information/instruction on the skills required to secure and maintain permanent housing to community housing specialists.
 - Troubleshoots issues with housing applications with VA and other relevant community partners and coordinates with these partners.
 - Coordinates team meetings with New York City SSVF grantees, VA, DHS and other community housing specialists
 - Responsible for developing new housing resources.
 - Participates in SSVF grantee team meetings, case conferences, department meetings, individual supervisory sessions, and staff trainings.
 - Support unified messaging and informational materials to be disseminated across Housing Navigators within the SSVF NYC Grantees.
 - Develop and manage a system that provides responsive referrals to landlords seeking to fill available units.
 - Assist with securing resources for security deposit, broker's fees, moving expenses, bedding, and household items through referrals and completion of all initial Financial Assistance Requests for veterans receiving Temporary Financial Assistance at move-in. Ensure that all required supporting documentation is present in the request.
 - Serve as point-of-contact for landlords; work with HUDVASH Social Workers and clients to resolve issues affecting client's ability to maintain housing and positive landlord/tenant relationship
 - Assist clients with approved HUDVASH vouchers by making housing referrals, contacting providers, and attending housing interviews.
 - Maintains and inputs case notes in AWARDS to reflect housing services provided in a timely manner.
 - Prepares and maintains monthly statistical reports to track housing placements and other data as mandated.
 - Collaborates and attend weekly/monthly meetings with HUDVASH social workers, other SSVF grantee housing navigator staff, as well as in-house team meetings.
 - Perform reasonable related duties as assigned.

Requirements:

- High school diploma required; Associate or Bachelor's degree preferred
- Broker and/or Realtor License required
- 2-3 years relevant experience working with landlords, brokers and the rental market in NYC preferred
- Strong computer skills as some assignments are being completed hybrid at this time.
- Ability to work independently and maximize time while conducting field work.
- Experience in social and economic problems related to housing needs for those in a lower income bracket.
- Demonstrated knowledge of challenges faced by special populations, including mental health disabilities, low income and homelessness; experience working in a multi-racial, low-income community preferred.
- Demonstrated interpersonal flexibility, teamwork, customer service aptitude and excellent oral and written communication skills.
- Knowledge in motivational interviewing

- Ability to prioritize responsibilities, handle multiple projects simultaneously and delegate responsibilities when appropriate
- Knowledge of housing subsidies, rules, regulations, and affordable housing industry in NYC strongly preferred.
- Strong organizational and multi-tasking capability, proven ability to achieve results.
- Proficiency in Microsoft Office Suite required.

Compensation:

Salary is commensurate with experience. The range for this position is \$65,000 - \$67,000 annualized.

How to Apply:

Interested applicants must submit a cover letter and with salary requirements to:

Human Resources Department

Jericho Project

Job Code: **HUDVASH Senior Housing Navigator**

245 W. 29th Street, Suite 902

New York, NY 10001

Fax 646.624.2301

careers@jerichoproject.org

No Phone Calls Please.

Jericho Project is an equal opportunity employer that does not discriminate in its hiring practices and, in order to build the strongest possible workforce, actively seeks a diverse applicant pool. www.jerichoproject.org