



Position: Housing Navigator - SSVF
Location: New York, NY
Reports to: Senior Housing Navigator
Hours: Full-time, 40 hours per week, some evenings /weekends

About Jericho Project

Jericho Project is a nationally acclaimed nonprofit ending homelessness at its roots by enabling homeless individuals and families to attain quality housing, employment, and mental and physical health services. The 41-year-old nonprofit serves over 2,500 individuals, including 700 veterans, annually. Jericho has been a key partner in New York City's initiative to end veterans' homelessness, and is leading bold, innovative strategies to do the same for families and young adults.

Our programs touch four cornerstones of a person's life: housing, employment, wellness, and family stability. We create a culture of "moving on" through a foundation of housing and supportive services provided by expert program specialists and case managers.

We have over 600 units of supportive housing including 8 residences in the Bronx and Harlem, as well as scatter-site apartments throughout NYC.

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.
- Work with high-risk veterans in hotels to move into permanent housing quickly, ideally within 45 days.
- Engage in phone and field-based outreach to assigned veteran households, including engaging with clients in shelter and other settings.
- Develop and cultivate strong relationships with housing resources, including landlords, brokers, and real estate agencies.
- Provide hands-on housing counseling and placement assistance to enable veterans to find suitable housing, including identifying viable housing options, scheduling veterans for apartment viewings, conducting inspections (virtually when possible), assessing rent reasonableness, and conducting neighborhood research throughout NYC and surrounding areas.

- Assist HUDVASH recipients with the process of securing housing including but not limited to, coordinating and attending apartment interviews; acquiring and submitting apartment applications, supporting documentation, and forms; navigating the various rental subsidy and inspection processes; securing applicable move-in assistance; and coordinating move-ins with landlords and other relevant stakeholders
- 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.
- Encourage all households to fully understand and review housing options in areas of higher opportunity where units are generally more expensive but could be supported by HUDVASH because of exception payment standards.
- 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.
- Collaborate as a member of the larger Jericho Project team and serve as a housing resource expert as needed.
- 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.
- Help to conduct orientation sessions with new participants to explain housing rules and regulations and lease obligations, as well as housing quality standards and housing assistance policies.
- Computes housing assistance payments, tenant rental amounts, utility reimbursements, and rent increases in order to satisfy program guidelines and landlord requests using knowledge of program regulations.
- Performs re-examinations, interim interviews and verifies income to determine and maintain eligibility with federal and city guidelines and regulations.
- Maintains and inputs case notes in AWARDS to reflect housing services provided in a timely manner.
- Prepares monthly statistical reports to track housing placements and other data as mandated.
- Maintain accurate, comprehensive and current documentation and provide reports as needed.
- 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 but will consider extensive experience in lieu of education.
- 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:

The salary range for this position is **\$50,000.00 to \$55,000.00 annualized**. Jericho Project offers a comprehensive benefits package. Employees are eligible for a merit increase annually. Merit increases are based on the employee's performance during the prior year.

How to Apply:

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

Human Resources Department
Jericho Project
Job Code: **Housing Navigator - SSVF**
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