

JOB DESCRIPTION

JOB TITLE	Homelessness Prevention Navigator
DEPARTMENT / PROGRAM AREA	Housing Services
REPORTING TO	Homelessness Program Coordinator
LOCATION	North Bay
WEEKLY HOURS OF WORK	35
SALARY GRADE	Band 6
DATE	December 2017

GENERAL PURPOSE

[Description of the purpose of the position, why does it exist what are key responsibilities?]

Under the general supervision of the Homelessness Program Coordinator, the Homelessness Prevention Navigator determines initial and on-going client eligibility according to CHPI Guidelines; develops, implements and monitors a Housing Stability and/or Sustainability Plan in conjunction with each citizen and/or Community Homelessness Service Provider; manages an assigned caseload of CHPI services recipients. Actively engages with Community partners in both formal and informal settings.

KEY ACTIVITIES

[Name and list under each the key activities of the position and percentage estimate of time for each section.]

Determines client initial and ongoing eligibility according to CHPI Guidelines by:

- Conducting interviews by phone or in person at a variety of locations including but not limited to DNSSAB, rural/urban community settings, citizen home, or Community Homelessness Partners;
- Interview, assess citizen needs, provide advice effectively, provide /assess housing opportunities as well as understand and apply relevant legislation;
- Advocates on behalf of citizens for Homelessness services in areas such as, life skills, education, health, comfort, housing and community support systems etc.;
- Liaise and negotiate on behalf of citizens with third party community agencies such as landlords and utility companies, to develop repayment agreements;
- Develops and supports working relationships with referral agencies, partners and other community stakeholders including legal and support issues;
- Inform citizens of their rights and responsibilities;
- Ability to provide service to a broad range of citizens who may be distraught, in crisis or in an emergency situation;
- Demonstrated ability to assess, analyse and resolve complex situations.

Develops, implements and monitors a Housing Stability and/or Sustainability Plan in conjunction with each citizen and/or Community Homelessness Service Provider by:

- Assessing a citizen's housing situation to determine Homelessness service needs;
- Refer/navigate citizens to Community Homelessness Service providers, as well as other DNSSAB departments if deemed the most appropriate course of action;
- Engage the citizen in a goal setting process to increase their housing stability/sustainability and provide follow-up to ensure success has been achieved;
- Demonstrate solution based conversations with client.

Manages an assigned caseload of CHPI services recipients by:

- Update CHPI recipients files, records and documents as required;
- Review and action reports and statistical data;
- Complete and commission all necessary documentation, such as HIFIS case management and Statistical databases;
- Maintain a current knowledge of legislation, policies and procedures, programs, and community resources;
- Develop and maintain professional relationships with community agencies, office staff and citizens we serve;
- Calculate and approve benefits as per eligibility criteria and seek cost sharing opportunities whenever possible;
- Perform administrative and financial functions as necessary;
- Action and monitor third party cost sharing agreements.

Actively engages with Community partners in both formal and informal settings by:

- Attending No Wrong Door (NWD) case conferences to offer assistance and/or expertise in finding solutions to citizens' housing needs;
- Work across the District at partner organizations to meet with citizens and provide services;
- Attend conferences/workshops to network and raise the profile of CHPI services.

As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace, that is free of all forms of harassment, discrimination and violence.

QUALIFICATIONS

- Minimum post-Secondary Diploma in Mental Health and Addictions or related field or acceptable combination of education and experience;
- Up to two (2) years previous experience in a Social Services delivery environment, such as but not limited to: Ontario Works, ODSP and Housing Services;
- Good working knowledge of the Housing/Homelessness Legislation & Regulations;
- Good working knowledge of Community Service Providers;
- Good working knowledge of 10 Year Housing & Homelessness Plan, Poverty Reduction Strategy;
- Good verbal and written communication skills, organizational skills, negotiations skills, motivational skills and conflict resolution skills; excellent customer service skills;
- Proficiency in the use of computers;
- General knowledge of the full range of programs delivered by DNSSAB including: Ontario Works, Child Care, Affordable Housing and Emergency Medical Services;
- Must possess valid Ontario Driver's License and have a vehicle available for use on the job;
- Respect confidentiality.

COMPENSABLE FACTORS

KNOWLEDGE

[This subfactor measures the general knowledge and specialized or vocational training necessary to perform the job duties in a satisfactory manner and has no relationship to the academic achievement of an employee. The degree levels are normally expressed in terms of formal education or equivalent. Similar levels of achievement can be obtained through related experience, courses or self-improvement.]

Undergraduate level (College) - Two years or equivalent.

EXPERIENCE

[Should be considered when the degrees of knowledge are established. It serves as a scale of measurement for the amount of practical experience that an average individual having the appropriate theoretical knowledge, specific education and specialized training, would require to be able to perform the job duties.]

Over one year, up to and including two years.

JUDGEMENT

[Measures the choice of action required in applying methods, procedures, or policies to complete the tasks.]

The job requires that changes be recommended to established methods or procedures. Work involves a choice of methods or procedures or sequence of operation.

MENTAL EFFORT

[Measures the period of time wherein mental, visual and/or aural attentiveness is required on the job. Both the frequency and duration of the effort are to be considered.]

Frequent periods of intermediate duration.

PHYSICAL ACTIVITY

[Measures the physical activity by the type and duration required to perform the duties.]

Medium activity of intermediate duration.

DEXTERITY

[Measures the level of dexterity required by a job. The levels of manual dexterity are determined by considering the elements of speed and/or accurate hand/eye (or hand/foot) coordination. Movements can be either fine or coarse.]

Employee is required to perform tasks that demand the accurate coordination of coarse movements, where speed is a secondary consideration.

ACCOUNTABILITY

[Measures the effect of actions on others and covers the relationship between the nature of the work, the loss of time and resources and the effect of the work.]

Actions could result in a serious loss of time or resources, or cause significant embarrassment within the organization and have limited impact on its public image.

SAFETY OF OTHERS

[Measures the degree of care required to prevent injury or harm to others.]

Some degree of care required to prevent injury or harm to others.

SUPERVISION

[Measures the extent to which an employee is required to supervise the work of others such as students, employees (full-time, part-time, casual, etc.) of the employer, employees of other organizations.]

Supervisory responsibilities is not normally part of the job requirement, but there may be a requirement to show others how to perform tasks or duties.

CONTACTS

[Measures the contacts necessary in communicating with others, be they fellow workers or members of the public. These communications may be in writing, or oral, including sign language, and carrying varying degrees of responsibility for the handling of contacts tactfully and harmoniously.]

Persuasive diplomacy required when either recommending, discussing to clarify information, or negotiating matters with others.

WORKING CONDITIONS

[Measures the type and frequency of disagreeable conditions under which an employee is required to carry out the job duties.]

Minor conditions of almost continuous exposure.