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**JOB DESCRIPTION**

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| **POSITION:**  **HOUSING SYSTEM NAVIGATOR -WPS** |

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| **SUPERVISOR:**  **Senior System Navigator** | **STATUS:**  Full time, non-exempt |
| **WORK SITE:**  Institute Road | **SCHEDULE:**  M-F, 8-4 |

**BASIC FUNCTION:**

The System Navigator Housing Search worker will work with families referred by Worcester Public Schools to apply for resources to assist with obtaining housing or emergency shelter for those eligible. The Navigator is an expert about service availability and eligibility and connects with key individuals in other systems including, but not limited to regional Continuum of Care, rental assistance programs, available housing vouchers and Market Rate (with or without state funding) and subsidized units (i.e., public housing, MRVP). System Navigators will interface with community partners and provide direct service to referred families to help families navigate complex resource requirements.

Diversity is a core value at CMHA. We are passionate about building and sustaining an inclusive and equitable environment for all staff, vendors and people served. The System Navigator will possess these values.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Specifically, System Navigator will develop community linkages with CoCs and other state non-profits entities to services, including but not limited to services providing:

1. System Navigator will consult with any existing Case Managers to identify a family’s strengths and assets-such as relationships, skills, and personal history, and use those strengths to chart a path toward appropriate housing resources.
2. Work with families to understand a family’s priorities, included but not limited to unit location, size, and rent, as well as understand each family’s personal experiences, strengths and achievements to help landlords understand why they should rent to the family.
3. Identify both market rate and subsidized units and connect the families to these resources including visiting units with families.
4. Assist in identifying appropriate housing resources for the family and assist family in accessing documentation for the requirements for the program.
5. Develop relationships with property managers and landlords to identify appropriate units for families.
6. Work with families to appeal denials including connecting families with Community Legal Aid.
7. Other duties as assigned by supervisor

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job and may be updated from time to time.

**QUALIFICATIONS:**

Bachelor’s Degree in human services with 10 years’ experience working with homeless families. Work experience can be substituted for a degree. Five years’ experience working with Complex Cases involving homeless families. Proficiency with state required software programs. Demonstrated experience working with community services. Experience implementing new services/programs including partnering with funding agencies.

Valid driver’s license required.

Bilingual-Spanish speaking required; Creole preferred.  
  
Please send resume and cover letter to Pam Ortiz [portiz@cmhaonline.org](mailto:portiz@cmhaonline.org). Thank you.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_