



- Position:** Housing Navigator
- Summary:** The Housing Navigator will help callers from across Colorado navigate various housing challenges.
- Department:** Colorado Housing Connects (CHC)
- Reports to:** Colorado Housing Connects Manager
- Work Schedule:** **Generally,** 8 a.m. to 4:30 p.m., Monday through Friday
- Compensation:** \$20.67-\$22.50/Hour DOE
- FLSA Status:** Full Time/Non-Exempt

Description:

Operated by the long-established housing nonprofit Brothers Redevelopment, Colorado Housing Connects (CHC) (1-844-926-6632) is a one-of-a-kind housing helpline that helps consumers across the state navigate all manner of housing issue and concern--offering information and strategies to equip them with the tools to make an informed decision about their situation. Our Housing Navigator will provide individualized support to each caller and help them develop a plan to find and sustain safe and long-term housing, or to address a specific housing need. The Housing Navigator identifies each area in which clients need assistance to accomplish the outlined goals and objectives (i.e. applying for public benefits, identifying subsidized housing, etc.) and provides follow-up to secure a desired outcome.

Performance Responsibilities:

1. The Housing Navigator will provide individualized client support by helping each client develop a plan to address their barriers, assess their budget and financial capacity, and maintain and sustain long-term housing. The Housing Navigator will identify each area in which clients need assistance to accomplish the outlined goals and objectives (i.e. applying for public benefits, identifying subsidized housing, etc.) and the Housing Navigator will take full responsibility for their clients' success.
 - a. The Navigator answers incoming calls, collects caller data, assesses caller's housing needs, identifies community resources and provides navigation of appropriate referrals. The Navigator will also, create a simple action plan to ensure positive outcomes.
 - b. Facilitate transfers for service to other Brothers Redevelopment programs, including Brothers Property Management (affordable housing), Housing Counseling and the Aging in Place/Senior Services department.
 - c. Assist clients in completing applications for housing or benefits
 - d. Follow-up with previous callers to determine outcomes and impacts.
 - e. Identify new and useful housing resources and add the resource to the housing database.
 - f. Update all housing resources semi-regularly in the housing database.
 - g. Contact providers and ensure that information is accurate.
 - h. Actively participate in staff meetings and trainings.
 - i. Data management and reporting
 - j. Identification of caller trends enabling the creation of a dynamic response to rising community needs.

Essential Duties and Responsibilities:

- Maintain a thorough knowledge and understanding of various housing resources and availability.
- Maintain client related data tracking systems, including case notes and complete entries.
- Meticulously capture necessary data from incoming callers.
- Understand the related operational contract and grant guidelines and requirements.
- Use questioning and listening skills that support effective telephone communication.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, holds, interruptions, and unintentional disconnects.
- Effectively deal with emotional, angry and/or upset callers.
- Communicate basic expectations of services to callers before facilitating transfer.
- Collect required data from each caller.
- Other duties as assigned

Qualifications:

The ideal candidate will have great enthusiasm for helping callers, and a passion for customer service. Must be able to communicate effectively with many audiences, including clients, housing counselors, industry professionals, and agency officials. Candidate must also prioritize and manage multiple tasks simultaneously as well as possess the ability to work in a team environment and to effectively troubleshoot when problems arise. Candidate must be proficient using computer and online data management platforms.

Experience/Education:

High School Diploma is required. A minimum of at least one year of related experience, with demonstrable delivery of exceptional customer service both in person and over the phone. Candidate should have a broad knowledge of and experience using computers, word processing software, database and spreadsheet applications, as well as online data systems/platforms.

Physical Demands:

The work is sedentary. Work may require some lifting, bending, stooping and carrying of light items such as papers, mail, and files. It will also require some walking and standing. Additionally, occasional evening and weekend event participation will be required.

Work Environment:

The work is performed in an office setting. The work involves minimal risks and observances of safety precautions typical of an office setting.

About the Colorado Housing Connects
Established in April 2014. Accessible via a toll-free number (844-926-6632). Website is
www.ColoradoHousingConnects.org

Brother's Redevelopment- Our Mission
Established in 1971, Brother's Redevelopment provides housing and housing- related
Services for the Colorado's low-income, elderly and disabled residents.
brothersredevelopment.org/

Brother's Redevelopment- Our Strategy
Fulfill our mission by growing sustainable revenue streams, developing advantageous alliances
And creating a compassionate and sustainable organization.