



- Position:** East Colfax Housing Navigator (*Bilingual Spanish Preferred*)
- Summary:** Brothers Redevelopment's East Metro Area Housing Navigator will help residents in East Denver, Northwest and Central Aurora apply for and access essential housing services provided by Brothers Redevelopment and other community and government agencies.
- Department:** Administrative Department
- Reports to:** Executive Director
- Work Schedule:** **Generally**, 8 a.m. to 4:30 p.m., Monday through Friday
Some evening and weekend hours REQUIRED at the East Colfax office. Occasional travel required.
- FLSA Status:** Full Time/Exempt
- Salary Range:** \$55,068 to \$60,000

Description:

Our East Colfax Housing Navigator will provide individualized support to individuals and households residing in the East Denver metro area, helping them 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 will attend local neighborhood and stakeholder meetings to identify and connect with neighbors in need, and to learn of and build relationships with other nearby community resources.
 - b. The Navigator will schedule and facilitate in-person appointments with east area residents to identify housing needs and strategize resources.
 - c. Additionally, 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.
 - d. Facilitate transfers for service to other Brothers Redevelopment programs, including Brothers Property Management (affordable housing), Home Modification and Repair, Housing Counseling, and the Aging in Place/Senior Services department.
 - e. Assist clients in completing applications for housing or benefits.
 - f. Follow-up with previous callers to determine outcomes and impacts.
 - g. Identify new and useful housing resources and add the resource to the housing database.
 - h. Update all housing resources semi-regularly in the housing database.
 - 1) Contact providers and ensure that information is accurate.
 - i. Network with other agencies, coalitions, and local community meetings.
 - j. Actively participate in staff meetings and trainings.
 - k. Data management and reporting.

- l. Identification of caller trends enabling the creation of a dynamic response to rising community needs.
- m. Participate in and/or provide support to the staff for presentations and at booths at local resource fairs, community events, etc.

Essential Duties and Responsibilities:

- Maintain a thorough knowledge and understanding of various housing resources and availability, particularly along the East Colfax corridor.
- Connect clients with housing resources by referring them to Brothers Redevelopment programs and/or other community agencies.
- Attend and facilitate meetings of neighborhood and community groups, city agencies/officials, and other audiences, as necessary.
- 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.
- Ensure full usage of resource allocations database when transferring 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 MUST be a goal-oriented, self-starter with an ability to work independently.

This position will require 3-4 days at the Valor on the Fax office (east Colfax) per week at minimum. Candidate must have great enthusiasm for helping residents find and maintain housing. Must be able to communicate effectively with many audiences, including clients, housing agencies, public and elected officials, industry professionals, and business and community stakeholders. The 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 a 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 primarily sedentary. Work may require some lifting, bending, stooping, and carrying of light items such as papers, mail, and files. Frequent attendance of meetings, in person, is required. 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.

BENEFITS:

403B with 3% match, Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Paid time off including vacation, sick and personal leave; plus, paid holidays; and a solid working environment!

Brothers 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.