

Community Navigator

Overview

Community navigators, a crucial part of our team, work under the supervision of the Intensive Services Manager to support participants in Supportive Housing. Their efforts are instrumental in assisting individuals in maintaining stable housing and achieving other goals as outlined in an individual service plan.

General

Works by HHC values and ethics standards, including:

- Guests/participants, colleagues, and volunteers are always treated with respect.
- Compliance with HHC personnel policies by maintaining appropriate boundaries concerning relationships with guests and respecting HHC rules regarding the use of HHC property.
- Avoids loud, threatening, or derogatory language at all times unless an emergency requires particular behavior.
- At HHC, we understand the importance of privacy and trust. Therefore, we Maintain the confidentiality of guest information both in and outside of work, ensuring that all individuals feel secure and respected.
- Treats all guests and fellow staff members according to HHC guidelines and policies.
- Completes all checklists, incident reports, timecards, and other written materials carefully and honestly.
- Collaborates actively with fellow staff members to achieve HHC objectives and improve services. Functions as a supportive team member, enhancing the effectiveness of colleagues. Offers feedback as needed but respectfully and openly.
- Assumes responsibility for understanding and following HHC procedures, outside agency regulations, laws, and standards applicable to their area of responsibility.
- Reports any ethical violations or significant failure to follow HHC policy to appropriate management staff.

Specific Responsibilities

1. Complete initial orientation and assessments for new participants as assigned by HHC policies. Compiles all required initial eligibility documents and includes them in the case file.
2. When assigned as a participant's ongoing support person, work effectively with assigned participants to complete assessments and service plans that are updated frequently.
3. Provide referrals and direct services as needed to facilitate the implementation of service plans for assigned participants. Document all referrals as required by HHC policy.
 - a. With participant approval, maintain ongoing contact with the landlord to identify any housing stability issues.
 - b. Monitor the effectiveness of linkages to community-based supports to enhance the impact of achieving participants' goals.
 - c. When needed, provide crisis intervention support.
4. Assess participant eligibility for financial assistance by HHC policies.
5. Document all services provided using progress note format. Allocate work effort to maximize face-to-face contact with participants.
6. Maintain complete files for assigned case management participants, including all required recertifications. This is crucial for ensuring that all necessary information is readily available and up to date for effective case management.
7. Participate in case conferences and follow up on issues as agreed.
8. Conduct ongoing engagement efforts to assign participants who are not yet utilizing services—document outreach efforts in the participant's file.

Interested applicants may send a cover letter and resume to personnel@nlhhc.org.