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EAST CAMPUS
4645 Cartwright Rd
Missouri City, Texas 77459
281.403.3923

WEST CAMPUS
1002 Wilson Drive
Rosenberg, TX 77471
832.847.4734

FortBendFamilyPromise.org

JOB DESCRIPTION: Housing Navigator Program Assistant

SUPERVISOR: Associate Director

JOB HOURS: Mon – Friday. Will include some evenings and weekends. Up to 30 hours/week.

BENEFITS: Selection of medical/health, dental, vision, short-term disability, life Insurance, etc.

SALARY RANGE: \$31,305 – \$41,740; pending qualifications of successful candidate

LOCATION: Missouri City and/or Rosenberg Texas

Job Description: Fort Bend Family Promise (FBFP) assists children who are experiencing homelessness with their parents and/or family members. FBFP believe housing is the basis of stability and plays a vital role in helping Family Guest attain and sustain self-sufficiency. As a housing navigator program assistant, this position will leverage your passion for public service to help Family Guest find affordable and safe housing in great neighborhoods throughout the county of Fort Bend and surrounding counties. The housing navigator assistant will work closely with the housing navigator from the FBFP East campus, Fort Bend County and surrounding counties personnel, landlords, realtors, brokers, social media, housing databases and organizations that have an interest in housing permanency and expansion for family guest of Fort Bend Family Promise.

Responsibilities Include:

- Assist associate director, executive director and program team with monthly, semi-annual and as needed grant reports with emphasis on A Home of My Own permanent housing project.
- Complete Initial Contact Forms, intake applications, interviews and intake process as needed/assigned.
- Provide Family Guest orientation into the FBFP network shelter program.
- Maintain Family Guest information and confidentiality.
- Provide coaching services to family guest based on the A Home of My Own housing first model to acquire and maintain permanent housing
- Assist Family Guest in leasing quality housing that meets their financial and transportation needs.
- Assist associate director, executive director and housing navigator to identify and pursue opportunities with community partner for systemic change in order to increase housing opportunities.
- Outreach, visit and set appointments with community-based organizations, housing resources, and service providers to identify new and existing housing opportunities.
- Assist Family Guest in navigating through the network of services offered by community programs with assistance towards security deposits, moving expenses, housing insurance, administrative fees, etc.
- Build relationships with landlords and property owners to encourage proprietor participation.
- Work collaboratively with school districts, emphasis with LCISD, Needville ISD, FBISD, Stafford ISD, ISD, Katy ISD, etc., city/state and community agencies to develop affordable housing opportunities for students are experiencing homelessness with their families.
- Work collaboratively with school districts to enroll/establish McKinney Vento and/or other school related mainstream services for YEP! Youth.



- Develop in partnership with Family Guest, clear and transparent housing plans that identify and address barriers to finding housing with an emphasis on eliminating homelessness recidivism.
- As needed, transport Family Guest to host church/congregation, mainstream services appointments, school, extracurricular, youth empowerment events, medical appointments, etc.
- Assist and coordinate with co-workers who oversee other FBFP projects/program
- Establish and stay connected with the current data for Fort Bend County school district homeless student numbers and contrast to HUD Continuum of Care (COC) numbers.
- Work with housing navigator to complete and coordinate enrollment in the HMIS (Homeless Management Information System)
- Establish and stay connected with the current data for the PIT (Point In Time) with HUD, Family Promise, philanthropic foundations, etc.

Social Services:

- Intake Assessment – Perform intake on prospective families.
- Complete drug/alcohol screens on prospective Family Guest, as needed.
- Provide professional housing navigation and case management services to help Family Guest acquire permanent housing.
- Meet with each level II Family Guest on a daily basis, four to five times a week would be preferred, to track progress.
- Assess family guest needs and work up a plan of action to acquire permanent housing.
- Assist with Initial Contacts and assist callers with information and referral to area of needed support.
- Impress and review with the Family Guest the importance of policies and procedures of FBFP network, congregations/churches and community providers.
- Document Family Guest activity/incidences, and keep files up-to-date.
- Meet regularly with the program staff/supervisor/Executive Director/agency board/volunteers to review up-to-date information on Family Guest progress and program operation.
- Enroll each adult Family Guest with a customized family plan to access community mainstream services.
- Assist and oversee daily as team the chore lists, volunteer applications, invoices, transportation schedules, YEP! Events, communication with host congregations, marketing events, etc.
- Issue Program Review Infraction (PRI) Form to Family Guest, as needed, if not in compliance with Family Promise rules.
- Keep information regarding Family Guest confidential at all times.
- Complete initial length of stay in level II, housing extensions, transition paperwork, etc. to track Family Guest progress to permanent housing.

Administrative

- Assist program staff with intakes and family progress/tracking
- Assist with clerical duties such as typing, mail-outs, databases, newsletter, and record keeping.
- As needed, assist and schedule volunteer appts, family guest appts, donation drop off/pick-ups, meetings, etc. on the agency's calendar.

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- Complete community services application as needed and enter in database.
- Be available to be in office to cover daily operations as needed.
- Answer phones greet visitors and accept donations with high friendly/customer service.
- Help dispense items from the food pantry to Family Guest, as needed.
- Supervise and assist Family Guest at day center.
- Take and complete an Initial Contact on each phone call or social media contact.
- Refer callers to other agencies or services
- Before leaving, be sure all equipment is off and unplugged, lights turned off, appliances unplugged, etc.
- House-cleaning chores are required such as empty office waste cans, sweeping staff area, organizing food pantry/donation room, etc.

Knowledge, Skills and Abilities:

- Bachelor degree in Social Work or related field of study preferred.
- Fluent in Spanish speaking, reading and writing preferred.
- Some college hours are required with a minimum of five (5) years in community service work/employment.
- Valid Texas driver license and clean driving record required.
- Knowledge of the Fort Bend County preferred with emphasis on Rosenberg/Richmond.
- Participate and represent FBFP as a member in a minimum of one (1) community meeting group required.
- Willingness to be creative and collaboratively work to solve issues and effectively with Family Guest required.
- Willingness to creatively and collaboratively to solve issues and work effectively with co-workers required.
- Flexibility to perform duties outside of your formal job description required.
- Drive to tackle difficult challenges and add value to both Fort Bend Family Promise and the communities is required.
- Commitment to help Fort Bend Family Promise be the most efficient and compassionate service agency possible required.
- A member of one (1) school based committee required.
- Participate and represent FBFP as a member in one (1) housing committee and/or continuous member required.

Email Resume to: **VLJohnson.FBFamilyPromise@gmail.com** or mail to:

Fort Bend Family Promise
c/o Vera L. Johnson, Executive Director
4645 Cartwright Road
Missouri City, Texas 77459

Website: www.FortBendFamilyPromise.org

No Phone Calls Please

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