



Job Title: Housing Navigator

Reporting Structure: Executive Director

Job Hours: Full Time, Non Exempt

Mon, Tues, Thurs, Fri; 10am – 7pm & Sat or Sun 10am-7pm

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

Salary: \$13-\$18 per hour pending qualifications of successful candidate

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4645 Cartwright Rd
Missouri City, Texas 77459
281.403.3923

WEST CAMPUS
1002 Wilson Drive
Rosenberg, TX 77471
832.847.4734

FortBendFamilyPromise.org

About Fort Bend Family Promise

The Mission of Fort Bend Family Promise (FBFP) is to meet the immediate needs of homeless families while empowering them to attain self-sufficiency. We envision an informed community where coordinated resources of many organizations and individuals meet the immediate needs of families in crises, and where throughout Fort Bend Country families experiencing homelessness are equipped and empowered for safe, independent living. This Housing Navigator will be essential to the effectiveness of FBFP operations.

Housing Navigator (HN) Job Objective:

This organized, compassionate, and motivated person will quickly transition families from homelessness to permanent housing, following a rapid-rehousing, housing-first approach. The HN will also assist families in obtaining outcomes such as securing employment, increasing earning potential, securing/maintaining housing, and securing a trade/certificate.

Responsibilities:

- Communicate with the Community Engagement Coordinator to ensure hosting congregations have necessary family information (work schedule, food allergies, etc.).
- Assist with job applications and interview preparation; budgeting/financial coaching; getting families connected to necessary resources (counseling, educational programs, etc.);
- Find housing for families by liaising with landlords and getting families ready as needed: debt repair, ensuring families can get utilities turned on in their name, will have furniture, etc.
- Work with other Housing Navigators, YEP! Program Assistant and other Program Assistants to deliver resources, referrals and workshops as needed related to employment, financial literacy and budgeting, housing plans, and educational planning.
- Develop relationships with partner organizations and maintain database of resource for families.
- Serve as an advocate for families with community service agencies.
- Provide crisis support to families and volunteers as needed.



Responsibilities (cont.):

- Conduct daily individual meetings with network families (minimum) and monthly meetings with graduates.
- Caseload includes 4-8 families in network and est. 20-30 graduate families at any given time.
- Additional responsibilities as needed. Fort Bend Family Promise provides community-based rapid rehousing and shelter diversion programs.

Administrative Responsibilities:

- Work with/supervise volunteer family mentors and interns as needed.
- Document all case management activities.
- Track services provided (furniture, bus passes, financial assistance, gas cards, etc.).
- On call, provide coverage for nights/weekends as needed.
- Responsible for collecting and managing data, accurately and efficiently.
- Keep case file records for every family, meeting program, funder and family needs.

Additional Responsibilities:

- Schedule is expected to include at least one evening shift/week and one day shift at least once per week (or a similar combination). Job requires flexible scheduling to meet with families.
- Some lifting of materials/donations and help moving families into their own apartments.
- Assistance at fundraisers and special events as needed.

Education, Experience and Skills:

- The successful candidate is enthusiastic and can display good judgment, take initiative, and help families achieve outcomes. Must have a can-do, figure-it-out attitude.
- Four-year degree (BSW, psychology, or related degree) or equivalent experience desired.
- Minimum 3 years' experience in direct service related to employment placement, housing/shelter, and/or family services preferred.
- Expected case management skills include trauma-informed care, rapid-rehousing, housing-first and a strength-based approach.
- Must be detail oriented, execute projects in a fast-paced, often pressured environment; able to prioritize, work independently and use good judgment at all times.
- Must possess a positive attitude, modeling this for families we serve.
- Must be proficient in computer programs and demonstrated record of tracking outcomes, recording case notes.
- Comfortable working with various constituents: guests we serve, faith community volunteers, corporate and foundation partners, etc.
- Must have valid driver's license.

Measuring Success:

This position's success is measured by the outcomes of the families: rate to permanent housing (80%), retaining housing (80%), length of time in shelter (less than 45 days), and maintaining a caseload of about 20 families.

Physical and Emotional Demands:

This position may require lifting/carrying (20-30 lbs), walking, stair climbing, sitting, and standing, driving, and prolonged visual concentration. Working in an environment with families in a situation of homelessness requires mental and emotional fortitude, adequate self-care, and awareness of surroundings.

Application Instructions:

Interested applicants should email resume, cover letter and statement of availability via email to VLJohnson.fbfamilypromise@gmail.com . Please include the words "Housing Navigator" in your subject line.

Please No Phone Calls