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**JOB DESCRIPTION**

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| **POSITION:****SYSTEM NAVIGATOR – South Worcester County** |

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| **SUPERVISOR:****Senior System Navigator** | **STATUS:**Full time, non-exempt |
| **WORK SITE:**Institute Rd and public locations in South County | **SCHEDULE:**M-F, 8-4 |

**BASIC FUNCTION:**

The System Navigator will conduct themselves as specially- trained on demand connection experts who are knowledgeable about service availability and eligibility and connected with key individuals in other systems including housing: regional Continuum of Care, rental assistance programs, available housing vouchers and Market Rate (with or without state funding) and subsidized units (i.e., public housing, MRVP), income resources, insurance and food benefits, and treatment resources for wellness.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

System Navigators will interface with people experiencing homeless and/or housing insecurity to connect them with needed mainstream benefits and resources, while supporting them to navigate complex resource requirements.

Specifically, System Navigators will develop community linkages with CoCs and other state non-profits entities including but not limited to services providing:

1. Complete and assessment interview to determine needs with regards to housing, benefits and community resources.
2. System Navigator will consult with persons and referring Case Managers to identify a household’s strengths and assets-such as relationships, skills, and personal history, and use those strengths to chart a path toward appropriate housing resources.
3. Communicate with persons and referring case managers to understand a household’s priorities, included but not limited to unit location, size, and rent, as well as understand each household’s personal experiences, strengths and achievements to help landlords understand why they should rent to the household.
4. Identify both market rate and subsidized units and facilitate visits to units identified.
5. Support persons through the application and eligibility process for accessing mainstream benefits and community resources.
6. Support persons to seek more sustainable employment through resume development and job search.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job and may be updated from time to time.

**QUALIFICATIONS:**

Bachelor’s Degree in human services with 5 years’ experience working to enhance independence of people experiencing homelessness and or housing insecurity. Work experience can be substituted for a degree.

This applicant must have familiarity with South Worcester County resources. Towns to include Oxford, Webster, Charlton, Southbridge and Spencer. Must be willing to work from various locations using laptop and hotspot.

Proficiency with state required software programs. Demonstrated experience working with community services. Experience implementing new services/programs including partnering with funding agencies.

Valid driver’s license required. Communication, computer skills, etc. ONLY those necessary for the position

Please send resume and cover letter to Pam Ortiz portiz@cmhaonline.org. Thank you.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_