



**save the family**  
FOUNDATION OF ARIZONA

<b>DATE:</b>		<b>POSITION</b>	<b>HOUSING NAVIGATOR</b>	
<b>INCUMBENT</b>			<b>SUPERVISOR</b>	<b>SENIOR PROGRAMS MANAGER</b>
<b>DEPARTMENT</b>	<b>DIRECT SERVICES PERSONNEL</b>		<b>FLSA STATUS</b>	<b>NON-EXEMPT</b>

<b>POSITION PURPOSE</b>
The Housing Navigator’s purpose is to assist RRH clients with leasing community based housing that meets Housing Quality Standards, Fair Market Rents and Occupancy Standards according to HUD. This position is a liaison and advocate between landlords, case coordinators and STF family clients.

<b>MINIMUM QUALIFICATIONS</b>
<ul style="list-style-type: none"> <li>• Bachelor’s degree is required</li> <li>• Experience with landlord relationships and/or training in dealing with Landlord/Tenant/Leasing issues required</li> <li>• Social Service experience required</li> <li>• A valid Arizona driver’s license, reliable transportation, current auto insurance, and clean driving record are required</li> <li>• Be able to proficiently speak, read and write the English language - Bi-Lingual preferred</li> <li>• 25 years of age or older for liability insurance requirements</li> <li>• Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card</li> <li>• Eligible to work in the United States of America</li> <li>• The candidate must have flexible availability - office hours are Monday through Friday 8am-5pm, though this position may have a varied work schedule including some evenings</li> </ul>

<b>OTHER KNOWLEDGE, SKILLS AND ABILITIES</b>
<ul style="list-style-type: none"> <li>• A strong commitment to the mission, vision, and values of Save the Family Foundation of Arizona</li> <li>• Knowledge of community resources</li> <li>• Self-starter with excellent time management skills</li> <li>• Proficiency in Microsoft Office Suite including Word, Excel, and Outlook</li> <li>• Ability to maintain strict confidentiality</li> <li>• Professional in manner and appearance</li> <li>• Ability to manage and maintain composure in a fast paced environment</li> <li>• Consistently organized and flexible</li> <li>• Familiarity with cities throughout Maricopa County</li> <li>• Knowledge of Housing Quality Standards</li> <li>• Knowledge of Fair Housing Laws and the Arizona Landlord Tenant Act</li> <li>• Knowledge of federal Rapid Rehousing Programs</li> </ul>

<b>SUPERVISORY RESPONSIBILITIES</b>
None

<b>KEY RESPONSIBILITIES</b>
<ul style="list-style-type: none"> <li>• Work closely with owners of private property, management, and leasing agents to ensure availability of affordable rental options for clients</li> </ul>
<ul style="list-style-type: none"> <li>• Assist tenants with walk-throughs: <ul style="list-style-type: none"> <li>➤ teaching them skills such as how to pay their rent, how to complete work orders and how to be a good tenant</li> <li>➤ walk them through the landlord/tenant handbook as necessary</li> <li>➤ advocate for tenants when work orders are not attended to</li> <li>➤ assist them to decipher their rental invoices/late fees, etc.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• Assist tenants with the move in</li> </ul>
<ul style="list-style-type: none"> <li>• Serve as the main housing resource for RRH Case Coordinators and their clients, ensuring a minimum of 95% project lease up</li> </ul>
<ul style="list-style-type: none"> <li>• Oversee and administer telephone inquiries from landlords, clients and the general public</li> </ul>
<ul style="list-style-type: none"> <li>• Facilitate the review and follow up of all outstanding payment agreements to include both the clients and landlords</li> </ul>
<ul style="list-style-type: none"> <li>• Complete monthly rent requisitions for RRH Case Coordinators</li> </ul>
<ul style="list-style-type: none"> <li>• Deliver checks to Landlords and Owners on behalf of Save the Family as required</li> </ul>
<ul style="list-style-type: none"> <li>• Performs HQS inspections on housing units</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain a current list of prospective landlords and strive to augment that list</li> </ul>
<ul style="list-style-type: none"> <li>• Responsible for updating and maintaining each RRH program budget as clients “step down” in their rental assistance monthly</li> </ul>
<ul style="list-style-type: none"> <li>• Follow Save the Family policies and procedures as outlined in the Employee Orientation Manual</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrate cultural competence</li> </ul>
<ul style="list-style-type: none"> <li>• Prepare and submit all required reports and monitoring activities in a timely and accurate manner</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to all behavioral General Competencies</li> </ul>

<b>Physical Demand</b>	<b>Definition (ADA)</b>	<b>Requirements</b>
Stand or sit	Stationary position	Must be able to remain in a stationary position less than 80% of the time.
Walk	Move, traverse	The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
Use hands/fingers to handle or feel	Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position	Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer.
Climb (stairs/ladders) or balance	Ascend/Descend, Work atop, Traverse	NA

Stoop, kneel, crouch, or crawl	Position self (to), Move	Infrequently positions self to maintain computers
Talk/hear	Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information	Must constantly communicate verbally with grantors, foundations and staff
See	Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess	Must constantly read, type and view documents and the computer screen
Taste/Smell	Detect, Distinguish, Determine	NA
Carry weight, lift	Move, Transport, Position, Put, Install, Remove	Must frequently lift and move supplies weighing up to 50 pounds .
Exposure to elements	Exposed, Work around	NA

**NOTE**  
This job description identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor. Failure to adhere to all standards and expectations herein may result in corrective action.

<b>SIGNATURES</b>			
<b>ACKNOWLEDGEMENT</b>			
I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.			
<b>Incumbent:</b>		<b>Date:</b>	
<b>APPROVAL</b>			
I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.			
<b>Supervisor:</b>		<b>Date:</b>	
<b>CERTIFICATION</b>			
I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.			
<b>CEO:</b>		<b>Date:</b>	