Job Description

Job Title: Homeless Outreach Navigator
Department: Community Outreach and Development
FLSA Status: Non-Exempt
Reports To: Homeless Outreach and Navigation Supervisor
Prepared By: HR to Go

Summary:
The City of Elk Grove has funded a Homeless Outreach Navigator to identify and assist people who are homeless in Elk Grove. The Navigator will reach out to the homeless population in parks; rivers, along railroads etc. and refer them to the appropriate services. The position requires you to build relationships with community service providers to assist unsheltered community members with finding housing. The Elk Grove outreach officer will collaborate with the Navigator to build relationships with the homeless population and address their needs. Intakes, setting goals and reports will be completed by Navigator along with attending regular monthly meetings with Elk Grove.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Identify homeless individuals in Elk Grove.
- Collaborate with Elk Grove Homeless Outreach Officer.
- Completes intakes and maintains files.
- Gather and maintain information for reporting purposes.
- Develop relationships with local community providers to find services for homeless population.
- Advocate for, make appointments for and transport clients when needed.
- Refer clients to SSHH housing counselor when they secure income.
- Provide clients with effective case management.
- Assist with housing location.
- Provide housing referrals.
- Complete housing applications to Grace House, Meadows House, and Sun Sprite.
- Attend Monthly meetings with City of Elk Grove and other organizations as required.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
Measures of Performance: The Homeless Outreach Navigator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

2. **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.

3. **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

4. **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

5. **Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

6. **Personal Credibility** - Does what he/she commits to doing; Respects the confidentiality or information or concerns shared by others; Is honest and forthright with people; Carries his/her fair share of the workload.

7. **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

8. **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.

9. **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

10. **Flexibility** - Is able to see the merits of perspectives other than his/her own; Demonstrates openness to new organizational structures, procedures and technologies; Switches to a different strategy when an initially selected one is unsuccessful; Demonstrates willingness to modify a strongly held position in the face contrary to evidence.
Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Associate degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups, customers or employees of the organization.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy, fax and telephone.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is frequently required to stand or walk. Must be able to transport materials and personal items belonging to participants. Must be comfortable with strong smells and offensive odors.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the “Essential Requirements” of the job outlined herein, except as noted here (If none, so state): ______________________________________________________

__________________________________________________________________________

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.
☐ I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

☐ I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

__________________________________________________________________

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is “at will,” for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

________________________________________  ______________________
Employee’s Signature                      Date

________________________________________  ______________________
Supervisor’s Signature                     Date