



SYSTEMS NAVIGATOR

Reports to: Program Manager	Pay: \$50,000-\$55,000 (100% FTE) ≈ \$24.04 - \$26.44 per hour	Employees to be supervised: N/A
		Status: Salary –Exempt/Full-Time
Location: Van Nuys, CA		Work Hours: Monday – Friday 40 hours/ week, some evenings and weekends required

At NEW we respect and honor all families, communities and cultures. We encourage innovation and “thinking outside the box”. We expect all employees to connect, create, and celebrate by being authentic, bold, engaged and transformational. At NEW, we believe that Poverty is a monster destroying hope and prosperity in the lives of low income communities and their families. Using NEW’s transformative approach we connect people, communities, and families to their own sense of power and economic mobility. We implement a holistic approach in all we do by addressing families' basic needs, such as finding a stable and safe place to live, to supporting ambitious plans such as purchasing a home or starting a business.

Position Summary:

The Housing Navigator is responsible for preventing homelessness through use of the Solid Ground Van Nuys program model. Solid Ground Van Nuys is a pilot project that aspires to go upstream to help families experiencing a housing crisis find stability so they do not become homeless. It is a joint venture between NEW, the Los Angeles Homeless Services Authority, and several other key partners. The Housing Navigator will form part of and work with the entire Solid Ground Van Nuys team to steer all efforts, ensuring that every household: has a truly holistic service plan; is supported throughout their housing crisis; has their short-term and long-term challenges addressed; and does not experience homelessness.

Duties and Responsibilities:

- Facilitate the continuum of care from Reception/Intake to Navigation to Homeless Prevention
- Keeps abreast of all resources available for Solid Ground Van Nuys households (participants) including FamilySource Center services and external resources to ensure a holistic and excellent service provision
- Triage households and conduct assessments to determine the level of service and prevention strategies
- Develop and oversee implementation of service plans for each household
- Explain the Solid Ground Van Nuys experience, process and provide compassion, reassurance and staff accountability for each household
- Relieve each household of trepidation and serve as the voice of knowledge in each case, regardless of complexity
- Assign each household to the dedicated program Case Manager to ensure a comprehensive and customized implementation of each service plan
- Utilize a warm handoff technique to ensure that each household participant feels confident throughout the process
- Assess, support and supervise the Case Manager throughout the delivery of the service plan
- Review and process every Financial Assistance Request
- Assist Solid Ground Van Nuys team and collaborating agencies with general program troubleshooting and improvement strategies
- Facilitate meetings and trainings with staff to develop best practices in the program and ensure effectiveness of operations
- Ensure proper implementation of evaluation efforts
- Participate in the ongoing learning and development of the Solid Ground Van Nuys program



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- Maintain thorough and accurate records via case files and the Homeless Management Information System (HMIS)
- Build and maintain relationships with partner agencies, landlords, and other community stakeholders that contribute to the effectiveness and sustainability of the program
- Other duties as assigned

Qualifications and Experience:

- **EDUCATION:** BA degree required
- **EXPERIENCE:** 3 year experience in social/human services & working in homeless service is a huge plus
- Passion for ending homelessness
- Maintain a non-judgmental attitude and a display of unconditional positive regard when working with persons experiencing homelessness or at risk of homelessness
- Ability to have a “whatever it takes” attitude when working with challenging individuals or circumstances
- Demonstrated knowledge of homeless prevention efforts and resources
- Knowledge of housing assistance programs including Rapid Rehousing and Section 8
- Familiarity with Harm Reduction and Housing First models of service delivery
- Ability to network and build relationships; locate and develop housing contacts
- Ability to act as a liaison between the household participant and landlord/property owner to resolve housing issues and prevent homelessness
- Experience participating in program evaluations a plus

Additional Requirements:

- Must have a valid California Driver’s License, Liability Insurance, and an automobile in good working condition
- Fingerprinting and TB Clearance
- CPR/First Aid Certification is a plus
- Flexible with working hours, including evenings and weekends
- Fluent in Spanish required

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Submit your resume with a cover letter:

Via Website: <https://neweconomicsforwomen.org/our-job-openings/>

Via E-mail to hr@neworg.us.

(Please ensure to include the position you are applying for on the subject of your e-mail)

For information you may contact:

New Economics for Women 303 S Loma Drive, Los Angeles, CA 90017 | (213) 483-2060 Ext-311

E-mail hr@neworg.us

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Learn more about us at: www.neweconomicsforwomen.org

New Economics for Women (NEW) creates economic and educational opportunities for single parents, families and disinvested communities as a pathway for dreams to come true.