



FLSA Status: Exempt

Position Type: Full-time

Date Prepared: 10/2023

Housing Stability Services Navigator

Organizational Overview:

HCSF is a private, not-for-profit corporation created under Chapter 408.033, Florida Statutes, with the mission of providing coordinated health planning designed to enhance the provision of accessible, affordable and high-quality health care services to all persons residing in the service district, defined in the enacting legislation as Miami-Dade and Monroe Counties. HCSF is one of eleven local health planning councils under contract with the Florida Department of Health to perform various health care service responsibilities as designated in the statute. Florida Law establishes local health councils as a network of non-profit agencies that conduct regional health planning and implementation activities. HCSF has a long history and a broad range of experience in health services planning, research and community involvement.

Local health councils work with the various communities on efforts designed to improve access to health care, reduce disparities in health status, assist state and local governments in the development of sound and rational health care policies and advocate on behalf of the underserved.

The HCSF has been funded by Miami-Dade County to provide rental housing assistance with housing navigation, housing stability case management and other supports to Miami-Dade County residents living with HIV/AIDS.

Summary of Work:

The Housing Stability Services Navigator is a compassionate professional who plays a crucial role in helping individuals or families living with HIV/AIDS who are experiencing housing instability, homelessness, or other housing-related challenges find, secure, and maintain safe, decent, and affordable housing. This position is responsible for guiding and assisting individuals and families in their search for suitable housing options. This role involves client assessment of housing need and preferences and advocacy to help clients secure housing that meets and fits their individual needs. May require some evening/after-hours work to accommodate client schedules and landlord availability.

Job Duties & Responsibilities:

- Proactively seek out new housing opportunities (identifying available units or properties; recruiting landlords) to assist families with housing.
- Assist clients in identifying appropriate housing options based on their preferences and budget.
- Assist clients in completing rental applications and ensuring they meet landlord requirements.
- Accompany clients to viewings of available properties and conducts basic inspection to ensure that the unit is safe, sanitary and suitable.
- Facilitate communication between clients and landlords or property managers to secure housing placements.
- Negotiate leases on behalf of clients in collaboration with case managers and clients.
- Facilitate the leasing process and execution of lease agreements and other lease related documents.
- Facilitate and coordinate payment for holding fees, application fees, utility payments, and other payment-related tasks in coordination with the Finance Manager
- Maintain on-going relationships with landlords, including acting as a liaison between landlord and client as needed.
- Advocate on behalf of clients to address housing discrimination, eviction issues, and housing-related challenges.
- Offer guidance to clients on the responsibilities and rights of both the landlord and tenant.
- Provide housing-related education and resources to improve clients' housing stability.
- Maintain accurate and up-to-date client case notes, records, and related documentation.
- Maintain client confidentiality and privacy and abide by HIPAA laws.
- Participates in internal bi-weekly case meetings.

Skills, Knowledge, and Abilities:

- Strong interpersonal, communication, and problem-solving skills.
- Customer-focused service skills
- Empathy, cultural sensitivity, and the ability to build trust with clients.
- Maintains an overall philosophy of inclusion and non-discrimination towards people with HIV, Lesbian, Gay, Bisexual, Transgender and Queer (or Questioning) (LGBTQ), and the public.
- Must have an understanding of HIV/AIDS and how the disease affects consumers.
- Sensitivity to HIV/AIDS-related issues including stigma, client confidentiality and privacy, and cultural diversity.
- Must be flexible and be accountable for productive outcomes.
- Must be able to prioritize tasks and possess excellent time management and documentation skills.
- Must be able and have the desire to complete job tasks on a timely basis.
- Must be able to work individually and as a productive and supportive member of a team.
- Must be able to collaborate with others to problem solve ongoing issues that impact service delivery.
- Works in a way that promotes a safe, healthy environment, and creates no safety hazards or undue stress for self, colleagues, or clients.
- Maintains the Agency Code of Conduct of respect, works well with others, and presents a good attitude toward colleagues and clients.
- Communicates openly with Program Manager and direct supervisor.

- Communicates any problems with workflow as they arise to minimize negative impact.
- Follows the proper chain of command for instructional and informative purposes.
- Must comply with program requirements for service delivery.

Education & Qualifications:

- Bachelor's degree in Social Work, Public Administration, Human Services Administration or related field or three (3) years providing case management services as described above.
- Relevant experience in housing assistance, case management, or social services.
- Proficiency in client-centered, strength-based and trauma-informed service delivery.
- Some knowledge of housing laws, regulations, and non-profit contracting requirements preferred.
- Proficiency in computer software and databases for record-keeping.
- Proficiency in oral/written English and have the ability to document client progress and activity regularly.
- Bilingual in English and Spanish is a plus.

Other Requirements:

- Valid State of Florida Driver's License with appropriate insurance coverage and ability to travel, as needed.
- Physical demands are minimal for this position, and includes sitting, standing, walking reaching, light-lifting (less than 25 lbs.) and any other office situation. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.
- May require after-hours work and flexibility with scheduling, as necessary.

Equal Opportunity Employer

HCSF is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. HCSF makes hiring decisions based solely on qualifications, merit, and business needs at the time.

"At-Will" Employer

Health Council of South Florida is an "at-will" employer as defined by the laws of the State of Florida. Consequently, employees serve at the pleasure of the Council and shall not have any property interests or entitlements to continued employment. The employment relationship can be severed at any time by either HCSF or the employee for any reason or no reason, except for an unlawful reason. Lack of funding, including curtailment of grant funding can be a cause for HCSF to terminate the employment relationship.