

## **CITY OF CHATTANOOGA**

### **Classification Specification Title: Homeless Services Lead Housing Navigator**

**Department: Community Development**

**Pay Grade: GS.11**

**Supervision Received From: Program Coordinator**

**FLSA Status: Exempt**

**Supervisory Responsibility For: None**

**Established: 6/29/07**

**Revision Dates: 4/2/25;**

**10/20/23; 1/11/23**

#### **CLASSIFICATION SUMMARY:**

The Lead Housing Navigator will serve as the main point of contact for landlords and property owners engaged with the Office of Homelessness & Supportive Housing (OHS). This position will be responsible for creating and implementing a recruitment plan for attracting new landlords, for forming relationships with local landlords and staying up to date on the availability of affordable and supportive housing in the community.

**SERIES LEVEL:** This is a stand-alone position.

#### **ESSENTIAL FUNCTIONS:**

*(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Develops and implements strategies for recruiting and engaging new landlords and property owners with the OHS.

Will continue to follow up with landlords and serve as the main point of contact for the program.

Will conduct community outreach and search for opportunities to lead community education events around homelessness and the funds used for supportive housing with the goal of increasing landlord recruitment.

Will develop and maintain a digital tracker of available housing units.

Lead weekly housing navigation meetings to keep the housing navigation team up to date on all available units and any new funding sources for units.

Ensure all housing paperwork completed by the housing navigation team are accurate and reflect the requirements of the lease and the funding source(s) utilized for housing support.

Submit all paperwork to the Program Manager for final review and approval.

Will research and present opportunities for additional supportive housing funding to the Program Manager.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree in Social Work, Political Science, Sociology, or related field and two (2) years' experiences in housing navigation, social work, community outreach activities, community engagement, or coordinating community assistance, and/or volunteer programs; or any combination of equivalent experience and education.

Prior field work with the homeless population preferred.

LICENSING AND CERTIFICATIONS: None

SUPPLEMENTAL INFORMATION:

Knowledge of motivational interviewing and practices; working with persons in crisis situations; local homeless service providers and resources for homeless individuals and families.

Skill in prioritizing work; prioritizing needs of individuals; analyzing basic data and reports; creative problem solving; situational awareness; handling multiple tasks simultaneously; collaborating with external partners; and, excelling in communication and interpersonal skills as applied to interaction with coworkers, supervisor, outside agencies, homeless neighbors and others, sufficient to exchange or convey information and to receive work direction; techniques of Non-Violent Crisis Intervention, or other similar program, to safely interact with people who may be mentally ill, abusing substances, or otherwise confused, aggressive or hostile; leadership to coordinate work amongst other team members.

Ability to work independently with minimal supervision. Ability to work as a team member. Ability to relate well with clients and staff.

PHYSICAL DEMANDS: Positions in this class typically require: Frequent and some strenuous walking, being outside in all types of conditions, lifting up to 20 lbs.; frequent bending, lifting, kneeling, sitting, crawling, climbing. Walking on uneven surfaces. Expected to work outdoors in all weather conditions including rain, heat, cold, humidity. Work is frequently outside of the office and includes frequent travel. May encounter poor living conditions. May encounter some potentially hazardous environments.

WORK ENVIRONMENT: Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.