



Position: Housing Navigator
Department: Senior Services
Reports to: Deputy Director of Senior Services
Salary: \$49,920 Annually
Status: 100%, Full-time, Exempt, Regular
Probation: 180 days
Benefits: Medical, Vision, Dental, and Life Insurance; also including Long Term Disability, an Employee Assistance Program, and a 403(b) retirement plan

JOB SUMMARY: Under the supervision of the Deputy Director of Senior Services, the Housing Navigator will assist senior clients with obtaining and maintaining housing at Triangle Square Apts. and Anita May Rosenstein Campus (AMRC) or connect them to housing opportunities outside the Los Angeles LGBT Center (Center). This includes all steps in the application process, move-in, and coordinated services to maintain permanent housing.

ESSENTIAL FUNCTIONS:

- 1) Develop and implement a comprehensive housing intake assessment for senior clients who are experiencing homelessness, at risk of homelessness and/or in need of affordable housing to help determine needs, eligibility, interests, and goals;
- 2) Provide Housing Match services, assist with applications and connections to all housing opportunities e.g. Section 8 programs, HOPWA;
- 3) Provide follow-up home visits for a minimum of one year to support housing retention and stability;
- 4) Implement financial literacy training for seniors who may not qualify for affordable housing because of credit or bankruptcy concerns;
- 5) Oversee, manage and expand housing waitlists for Center's Affordable Housing locations;
- 6) Work in coordination with the Center's Marketing & Communications (MarCom) department to develop marketing materials for Center's Affordable Housing locations;
- 7) Develop and implement an outreach strategy including a presentation to diverse communities and organizations on Center's Senior Affordable Housing Locations including application process, regulations and requirements;
- 8) Coordinate with property management for AMRC Senior Housing to develop a comprehensive application and lease-up process;
- 9) Develop and implement application sites in collaboration with the Center's Volunteer Resources and MarCom departments;
- 10) Collaborate with Senior's Services Case Management to provide supportive services and linkages (i.e. mental health, health, substance abuse, employment and education) at the Center, outside programs and public benefits programs;
- 11) Work effectively and creatively as a member of an interdisciplinary case management team to support the needs of clients including attending case conferencing meetings to coordinate services with internal and outside service providers;
- 12) Develop collaborative relationships with landlords and property management companies to establish streamlined processes of housing applications and to increase communication to maintain permanent housing placement;
- 13) Participate in regular meetings with affordable housing partners including but not limited to Thomas Safran and Associates; McCormack Baron Salazar; City of West Hollywood; and Department of Mental Health;
- 14) Identify supportive services for new residents at AMRC not limited to furniture, moving companies, utilities assistance, mail assistance and other supportive services;
- 15) Facilitate housing-related support groups;
- 16) Maintain statistical client data, including entering client data into appropriate databases such as HMIS, CES and CIVI CRM;
- 17) Attend in-service training as required; participate in staff meetings, planning meetings and other meetings as needed;
- 18) Other duties as assigned;

Page 1 of 2 – see Page 2 for Job Qualifications and Experience

E-mail cover letter and resume as an attachment to jobs@lalgbtcenter.org website: www.lalgbtcenter.org

Or submit cover letter with application/resume to:

Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.



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JOB QUALIFICATIONS AND EXPERIENCE:

- 1) Knowledge of or experience working with the LGBTQ community and familiarity with issues of particular relevance to LGBTQ people;
- 2) A passion for the Center's work and its mission to make the world a better place for LGBTQ people;
- 3) Minimum of 1 year of experience in affordable housing case management and/or housing navigation;
- 4) 5-8 years of experience or equivalent education in related fields;
- 5) Bilingual (English/Spanish fluency) or American Sign Language (ASL) a plus;
- 6) Excellent verbal and written communication skills, including strong interpersonal and organizational skills;
- 7) Strong computer skills and knowledge including word processing, database operations, spreadsheets, electronic health records and other software systems;
- 8) Maintain a flexible schedule in order to connect with participants and landlords, including some evenings and weekends;
- 9) Access to reliable transportation and the ability to be insured;
- 10) Ability to work both independently and as part of a team;
- 11) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, gender expression, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment.

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