

Date of Last Update: 01/21

Job Title: Navigation Assistant

Reports to: Supervisor, Community Navigation

Job Level/Status: FT/PT Temporary

Position Summary:

This position is a member of a community navigation team focused on housing and utility assistance in Delaware County as part of a Federal grant. Services include client intake and assessment, case management, referral and linkage to community resources, data collection and reporting.

Service delivery is guided by grant guidelines with creating individualized, person-centered housing stability support plans for each household.

Job Responsibilities and Duties:

The ability to quickly build trusting relationships with the internal team and the Delaware community is a must. Because the team is small, this person must be nimble and shift with changing priorities. Working knowledge of Delaware County is highly recommended. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Communicate effectively with local community and external agencies; successfully fostering relationships which enable needed resources to be accessed.
- Provide administrative support to Community Navigation Team including answering phones, assisting with initial screening of household need, securing documentation and other duties as needed.
- Meet documentation requirements as dictated by program and grant guidelines.
- Maintain confidentiality, respect privacy, and preserve the clients' routine and independence as much as possible.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice due to business needs.

Qualifications:

- Must have current knowledge of housing and rental assistance programs, or enthusiastic interest in learning.
- Hard working and self-driven.
- Political savvy, interpersonal, leadership and creative problem-solving skills.
- Ability to accomplish tasks individually and work as a team member.

- Experience working within a small team environment - leveraging shared resources to generate greater impact, being flexible and serving as a team player.
- Excellent professional communication skills (written and verbal).
- Strong detail orientation, analytical, organizational, and time management skills a must.

Required Education and Experience:

- Minimum high school diploma or GED or equivalent combination of education and work experience preferred.

Core Competencies:

Builds Relationships

Initiates, builds and continuously strengthens relationships with all customers, internal and external, by constantly seeking, understanding, and responding to customer needs and wants.

Acts and Thinks Strategically

Is guided in all work by UWDC's mission, vision, and strategic goals. Ensures that UWDC's plan of work and allocation of resources are aligned and deployed with UWDC's strategic direction. Continuously monitors interim and final results to measure progress, adjust tactics, and evaluate success, and set future goals.

Achieves Results

Takes initiative, maintains a persistently focused effort, remains goal and results oriented, and continues to improve. Sets daily, weekly, monthly, quarterly, and annual project goals; creating specific plans to meet them.

Communicates Effectively

Communicates in an open, candid and consistent manner; delivers information effectively in a variety of settings including one-on-one, team settings, and diverse group presentations or meetings. Delivers information effectively in a variety of formats including letters, memos, analytical reports, grant proposals, and presentations.

Exhibits Decisiveness

Exhibits the ability to take the initiative or risk required to identify problems, generate and evaluate alternatives to overcome them, and reach a decision on the most effective strategy for a given solution. Able to make quick decisions and take risks in order to achieve results.