

**Date of Last Update:** 01/21

**Job Title:** Supervisor, Community Navigation

**Reports to:** Director, Community Navigation

**Job Level/Status:** FT Temporary

### **Position Summary:**

This position is a supervisory member of a community navigation team focused on housing and utility assistance in Delaware County as part of a Federal grant. Duties include supervision of 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. Although this is a supervisory position, this role may be asked to assist with outreach and other duties as necessary to support a strong system of case management.

### **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.

- Provide direct case management supervision and/or coordinate with case management to provide continuity of service for participants.
- Communicate effectively with local community and external agencies; successfully fostering relationships which enable needed resources to be accessed.
- Ensure all lease and compliance files, as well as all client case files, in an orderly, up-to-date manner.
- Provide supervision of case management system and approval of assistance requests.
- Connect families and individuals to employment opportunities and skill development opportunities as appropriate.
- 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 Bachelor's degree in a related field 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

### Demonstrates Leadership

Provides leadership to achieve high quality, sustained results that create a consistently high performing organization.

### Influence Management

Able to make a persuasive argument to influence an audience; develops and uses subtle strategies to influence others; works to make others feel ownership in one's own solutions; identifies key decision-makers on issues of concern; develops and effectively uses networks, inside and outside of UWDC.