



### Job Description (Updated August 10, 2021)

<b>Job Title:</b>	Housing Navigator
<b>Department:</b>	Housing Services Division
<b>Reports to:</b>	Cynthia LeBron, Housing Services Division Director
<b>Length of Contract:</b>	12 months
<b>Salary:</b>	\$42,000 with benefits
<b>Hours:</b>	M – F, variable hours based on household needs
<b>Location:</b>	Travel regionally through seven Southern NJ counties with workspace available in our eight Family and Community Service Centers.

### **POSITION SUMMARY:**

### **AGENCY SUMMARY:**

Catholic Charities, Diocese of Camden, established in 1936, is a faith-based agency, rooted in the Gospel and in the social teaching of the Catholic Church. We provide social services to, advocate for, and empower the poor, oppressed or vulnerable. We do this on a non-discriminatory, non-sectarian basis throughout the six southern New Jersey counties. We provide services through a Family and Community Services Center (FCSC) located in each of the six counties in South Jersey, and in each of two Counties (Cumberland and Salem) we have one additional program Center/site. As an organization, we are best known for our financial housing assistance, case management and other supportive services (food pantries, thrift stores, furniture donation warehouse, financial and housing counseling, clinical services, job placement, veteran services, refugee and immigration services) we provide to individuals and families experiencing financial or housing instability or are homeless.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Develop relationships with landlords; explain the benefits of DCA housing assistance programs
- Maintain a database of available units
- Conduct an assessment interview with each household referred to determine their needs and obstacles that they may face in a search for housing.
- Identify potential housing opportunities; assist household with completing housing applications
- Advocate for the household with prospective landlords
- Provide written information about landlord and tenant rights and responsibilities to both the program participants and landlords
- Review and explain the requirements of the lease in order to assist the program participants understand their responsibilities

- Complete initial and ongoing training on Fair Share Housing Rights and Responsibilities in order to fulfill the previous two bullet points, provided by Catholic Charities, in accordance with HUD housing counseling certification curriculum.

## **QUALIFICATIONS**

- Bachelor's Degree
- Minimum of one year of experience in real estate, property management, or housing assistance
- Strong verbal and written communication skills
- Proficiency in Microsoft Office
- Valid New Jersey MVC Driver License and a reliable personal vehicle
- Desire to serve and empower clients who are impacted by poverty and adversity
- Possess a good understanding of the social issues impacting the poor and vulnerable populations of Southern New Jersey
- Ability to be patient and compassionate with clients experiencing frustrating and desperate circumstances
- Sensitivity to the needs of ethnically, culturally, and economically diverse populations
- Possess good de-escalation and negotiation skills
- Ability to multi-task and manage a large case load of DCA program participants
- Possess good reasoning and decision making skills
- Ability to express him/herself well in verbal and written communication. The ability to speak and write in Spanish is a plus.