

Employment Opportunity

Position: Housing Navigator

Summary: The Housing Navigator is responsible for creating and maintaining relationships with landlord, private and non-profit, who will work with the agency's clients. This position will work closely with the case management staff to assist persons participating in DuPagePads' services in identifying appropriate housing opportunities.

Reports To: Supportive Housing Coordinator

Responsibilities: (to be performed with or without reasonable accommodation):

1. Operates within the DuPagePads Core Values, which supports providing care in accordance with the Trauma Informed Policy and Practices of the Agency.
2. Outreach to community, business owners, realtors, landlords, housing developers and other service providers to identify new and existing leasing opportunities and build strong relationships to better assist clients in accessing housing.
3. Maintain a Housing Directory which should at minimum include documentation of all contacts with housing providers including: corporation name if applicable, name of contact, address, phone, date of contact and results of contact.
4. Sustain landlord relationships and address needs to ensure continued partnership on behalf of clients.
5. Provide housing availability to the agency's team in an efficient and timely manner.
6. Connect with agency departments regarding client housing needs.
7. Assist families as needed during their move into housing. Such assistance may include viewing of potential apartments, organizing donated furnishings, coordinating movers, and coordinating transportation.
8. Maintain documentation of leases, housing contacts and other pertinent information in accordance with agency and best standard practice.
9. Coordinate turnover of leased units for new occupants which may include arranging for item removal, cleaning, and repairs.
10. Research housing topics, collect and organize housing information for staff.
11. Participate in staff meetings and trainings as directed by supervisor
12. Other duties as assigned by supervisor.

Knowledge, Skills and Abilities:

1. Ability to handle and work with client and agency sensitive confidential information/data.
2. Excellent engagement skills
3. Strong organizational skills with attention to detail.
4. Ability to work with volunteers and with persons from all ethnic, economic and social backgrounds.
5. Effective written and oral communication skills.
6. Ability to effectively use Microsoft Office Suite products (Access, Excel, Word) as required.
7. Ability to work independently and work collaboratively as part of a team.
8. Ability to organize and prioritize tasks, and to meet deadlines.



Qualifications:

1. Bachelor's degree in Business/related field preferred, or equivalent work experience.
2. Minimum of five years' experience with leasing/rentals preferred.
3. Strong customer service focus.
4. Experience in issues related to homelessness preferred.

Other:

1. Provide own transportation.
2. Be able to lift 10 pounds.

Classification Status: Full-time non-exempt

To apply, please email cover letter and resume to hr@dupagepads.org, listing "Housing Navigator" in the subject line.