



**Emergency
Family
Assistance
Association**

Job Title: Family Homelessness Navigator

Hours of Work: 40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm with occasional evenings and weekends. A specific schedule determined by the employee and their supervisor in conjunction with other staff who work at this location. Regular and timely attendance is an essential function of this job.

Work Location: 1575 Yarmouth, Boulder, CO 80304

Reports to: Housing Program Manager

Position Summary

The Family Homeless Navigator is the primary point of contact for families with children experiencing homelessness for resourcing, service navigation, and case management services in both English and Spanish. The role will be responsible for maintaining and cultivating strong relationships with community partners including and elevating the voice and needs of families experiencing homelessness in Boulder County. The role of Family Homelessness Navigator requires: strong problem solving capacity, individual and team-based decision making, effective collaboration with external partners and internal departments, a customer-service lens, and ability to navigate an array of databases and administrative tasks. Must have written and verbal language proficiency in English and Spanish. All EFAA staff are required to contribute to the development of the organization.

Essential Functions:

- Conduct trauma-informed, strengths-based resourcing appointments to EFAA families with children experiencing homelessness; determine eligibility for EFAA services
- Provide resourcing and supportive services to families temporarily residing in a partner hotel for the duration of their stay and / or waiting to enter our Short-Term Housing program; landlord liaising, benefit application, securing personal documents, and more.
- Issue financial assistance to hoteled or waitlisted families for specific services inline with our Basic Needs programming
- Primary point of contact with all partner hotels; oversee all hotel stays, extensions, invoice reconciliation; support local efforts to increase partnerships
- Oversee the Short-Term Housing Priority List
- Receive Short Term Housing applications from partner agencies across Boulder County; act as primary partnership point of contact
- Conduct initial participant screenings on Short Term Housing applications received from partner organizations to determine fit for program.

- Conduct the VI-SPDAT screener and required follow up every 90 days
- Attend Housing Panel meetings during VISPDAT/COC vouchers review
- Build a strong knowledge base of housing programs and resources in Boulder County; development strong working relationships with local housing authorities and large affordable housing complexes
- Support EFAA case managers in staying up to date on area housing resources; create and provide housing resource documents, support housing case managers in exit planning, etc.
- Represent EFAA at community groups and public forums, including conversations around Family Homelessness
- Coordinate case planning with family strengthening and children's programs to provide cohesive wrap around services.
- Maintain positive working relationships with community partners and other agencies working with housing residents.
- Provide back-up case management support in both Basic Needs and Housing when understaffed Maintain data entry requirements through Bishop File and Boulder County Connect database.
- Attend monthly Program Team meetings in Boulder and weekly Housing Team meetings.
- Assist in the development and evaluation of programs and services.
- Commit to a professional development plan.

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned as necessitated by organizational demands.

Skills / Competencies:

- Minimum two years of case management experience with underserved or vulnerable populations or related graduate/undergraduate degree with relevant experience.
- Bachelor's degree in relevant field or commensurate experience
- Verbal and Written Spanish language proficiency
- Proficient in MS Office / Teams
- Attention to detail
- Ability to maintain a high degree of confidentiality
- Excellent interpersonal, oral, and written communication skills.
- Ability to establish priorities in an environment of competing demands.
- Ability to communicate and work easily with a wide variety of people
- Commitment to the mission of EFAA and the principals of diversity, equity and inclusion

Preferred Qualifications:

- Prior history working with families experiencing homelessness
- Public speaking experience
- Training in strengths based and trauma information service provision
- Leadership experience

Working Environment, Physical Activities and Equipment Used:

Typical office environment. Regularly uses computers for data input and other work.

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$45,000 - \$48,000 annually. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Family Homelessness Navigator". Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy or any protected class under applicable Federal, State or local laws that is not listed above.