



Emergency  
Family  
Assistance  
Association

**Job Title:** Family Housing Navigator

**Hours of Work:** 40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm with occasional evenings and weekends. **We are currently operating on a hybrid schedule with 3 days on site and 2 days remote work.** 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 Housing 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.

### **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 hotelled or waitlisted families for specific services in line 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.
- Some travel to hotels and housing sites as needed.
- 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.
- Build a strong knowledge base of housing programs and resources in Boulder County; develop and maintain strong working relationships with local housing agencies.

- Support EFAA Resource Navigators in staying up to date on area housing resources, support housing Resource Navigators in exit planning, etc.
- Represent EFAA at community groups and public forums, including conversations around Family Homelessness, as time permits.
- 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 necessary.
- Maintain data entry requirements through Community Connect database.
- Assist in the development and evaluation of programs and services.
- Oversee the rental aggregation list for the city of Boulder and represent EFAA at the rental aggregation work group. Train and supervise EFAA volunteers as needed in completing City of Boulder portion of the list.
- Become proficient in Doorloop (property management software) to manage housing applications and background checks. Help develop and streamline our application process.
- Provide guidance and communicate changes to partners around the application process.
- 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 EFAA's mission, vision and values
- Strong problem-solving capacity, individual and team-based decision making, effective collaboration with external partners and internal departments.
- Ability to navigate an array of databases and administrative tasks.
- All EFAA staff are required to contribute to the development of the organization.

#### **Preferred Qualifications:**

- Prior history working with families experiencing homelessness
- Public speaking experience
- Training in strengths based and trauma informed 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 \$58,000 - \$61,000 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](mailto:resumes@efaa.org) with the subject line "Family Housing 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, marital status or any protected class under applicable Federal, State or local laws not listed above