



**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 full workdays on site and 2 days remote work.** Regular and timely attendance is an essential function of this job.

**Work Location:** 1575 Yarmouth Ave, Boulder, CO 80304

**Reports to:** Pathways 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 in Boulder County that provide housing and support services.

### **Essential Functions:**

- Conduct trauma-informed, strengths-based resourcing appointments with EFAA families with children experiencing homelessness and 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 Pathways Housing program; landlord liaising, benefit application, securing personal documents, and more.
- Issue financial assistance to hoteled 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.
- In collaboration with Property Management oversee the Pathways Housing Priority List.
- Receive Pathways applications from partner agencies across Boulder County; act as primary partnership point of contact.
- Conduct initial participant screenings on Pathways 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 Pathways 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 to Pathways Resource Navigators 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.
- With support of Property Management, become proficient in 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.
- Communicate changes and provide guidance as needed to referring partners.
- Commit to a professional development plan.

### **Future State Activities**

- Collaborate with Property Manager and Pathways Manager to manage Pathways waitlist.
- Evaluate needs of individual families and collaborate with Pathways Manager to identify appropriate Pathways services.
- Participate in Housing Panel for applicant screening and acceptance, and then communicate with applicants, in partnership with property management
- Interface with families experiencing homelessness that drop into EFAA's main lobby during open lobby hours.
- Manage EFAA's online request form for families experiencing homelessness, including screening, application follow-up, evaluation, and communication, under the guidance of the Property Manager.
- Support families to successfully complete EFAA's online request form and the Pathways application
- Coordinate services for EFAA Pathways families as they move through the waitlist and stay in hotels. For families in hotels (and not moving to EFAA housing), identify needs, next steps, and support families to gain stable housing.

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 English and Spanish language proficiency**
- Proficient in MS Office (Outlook, Word, Excel) and MS 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 with an emphasis on the participant experience.

- 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.

Take proper safety precautions while at work, reports unsafe circumstances and takes action to prevent accidents. Responsible for ensuring volunteers and supervised staff adhere to EFAA Safety Rules at all times.

**Compensation**

This is a full-time position (100% FTE) or 40 hours per week. The annual salary range for this position is \$58,000 to \$61,000. 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 that is not listed above.