

PLEASE POST



AVAILABLE POSITION

DATE: AUGUST 30, 2022

APPROVED BY: EMILY PROVANCE, DIRECTOR OF HUMAN RESOURCES

JOB TITLE: HOMELESS NAVIGATION SPECIALIST FOR SPECIAL POPULATIONS
REPORTS TO: HOMELESS NAVIGATION SUPERVISOR
DEPARTMENT: PARTNERSOLUTIONS

FSLA STATUS: NONEXEMPT
CLASSIFICATION: CLASSIFIED
LAST REVISION: AUGUST 2022

Homeless Navigation Specialist for Special Populations

If you are an empathetic, trauma-informed individual looking for a position that assists persons experiencing domestic violence, sexual assault, dating violence, stalking, and human trafficking in navigating the systems meant to stabilize and/or establish safe housing, this may be the opportunity for you. Stark Mental Health and Addiction Recovery ("StarkMHAR") is actively looking for a compassionate, open-minded individual to join our PartnerSolutions Homeless Navigation Department. This position works as part of an integrated team, along with agency providers and community members, to provide Coordinated Entry and housing advocacy services and activities to participants. In addition, they are responsible for monitoring, tracking, compiling, and reporting on data related to Coordinated Entry and Special Populations. Strong Excel and / or Google Sheets experience, as well as experience working with persons experiencing domestic violence, sexual assault, dating violence, stalking, and human trafficking, would be beneficial for anyone interested in applying.

What we offer:

StarkMHAR offers the more traditional "government" benefits that are appealing to many, and is also committed to recruiting, engaging and developing a diverse, high-quality staff. Some, but not all of the many employee-friendly features of employment at StarkMHAR include: Health benefits beginning the 1st month after start date; enrollment in the Ohio Public Employee Retirement System (OPERS); vacation and sick leave accrual from employee's first day; several personal and paid holidays observed annually; year-round staff development opportunities; and educational assistance. In an effort to promote work/life balance and offer staff greater flexibility, most StarkMHAR positions are eligible for remote work and/or alternate work schedules.

How we work:

- StarkMHAR collaborates and partners. We strive to be thought leaders and conveners of various community-based systems and professionals.
- StarkMHAR promotes equity and inclusion. We engage with diverse partners to reflect consumer voice and community needs with cultural and linguistic competence.
- StarkMHAR innovates. We fund and promote evidence-informed practices and pilot projects which foster new models of service delivery.
- StarkMHAR employees act with integrity. We are uncompromising in our ethical practices.
- StarkMHAR perseveres. We pursue our goals even when it is difficult.
- StarkMHAR believes in hope, wellness and recovery for everyone.
- StarkMHAR is empowered by the State of Ohio to plan, develop, fund, manage and evaluate community-based mental health and addiction services. Federal, state and local funds are utilized to ensure mental

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health and addiction prevention, and treatment and recovery support services are available to individuals and families in Stark County.

The successful candidate will:

- Conducts an initial evaluation of participant's housing status, needs, and resources and, as appropriate, use developed diversion skills to redirect participants to immediate resources outside of the (CES), primarily focusing on Special Populations (some in-person meetings at provider agencies or shelters may be required);
- Conducts trauma-informed, person-centered interviews via phone and in person. In the absence of other supports, assist in developing safety plans and work with survivors to help them identify what housing is safe for them (scattered-site, rental assistance, etc.);
- Gather demographic, situational and financial data from participants who are entering the Coordinated Entry System (CES) and enter data into HMIS and CES, primarily focusing on Special Populations;
- Complete eligibility and needs assessments for individuals and families entering the CES and enter data into HMIS, and triage emergent needs identified through the assessment process), primarily focusing on Special Populations;
- Partners with domestic violence, sexual assault, dating violence, human trafficking, and stalking organizations/groups (in addition to mainstream and social services organizations) to offer additional resources to those seeking assistance;
- Help participants navigate housing and support service opportunities who are not currently directly participating in the CES;
- Maintains a central prioritization list of participants awaiting housing in emergency shelter and/or other housing;
- Opens records and cases in the HMIS and CES, meeting federal requirements for data needs and follows all privacy and security requirements;
- Provides information and referral assistance to callers from secondary and post-secondary institutions, social service agencies, law enforcement, emergency services, behavioral health organizations, courts, hospitals, religious entities, etc. regarding participants needing homeless services and/or housing;
- Maintains and monitors bed inventory and prioritization list to refer households based on available openings, household needs and project requirements;
- Assists in projects with data entry needs including programs and services, training and troubleshooting access difficulties;
- Assists in promoting cultural & linguistic competence within the Stark County community;
- Provides customer service support to shelters, other area agencies, county and federal entities related to shelter and services for homeless individuals and families and for those at risk of homelessness;
- Assists in promoting cultural & linguistic competence within the Stark County community;
- Works congenially and cooperatively with coworkers and the public; maintain a working knowledge of the Homeless Continuum of Care of Stark County policies and procedures;
- Performs other duties as requested including attending training and community meetings as directed by the supervisor.

Who we are seeking:

Experience in phone or direct interviewing of individuals is required, Bachelor's degree preferred. Associate degree and/or three years' experience working with special populations may be substituted for degree requirements. Experience with persons experiencing homelessness or housing instability, cultural and linguistic sensitivity, persons experiencing domestic violence, dating violence, sexual assault, stalking and / or human trafficking, and trauma -informed training preferred.

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Knowledge of office practices and procedures, keyboard accuracy and speed, and excellent customer service attitude required. Must also be proficient in Google Workspace and Microsoft Office.

Commitment to Diversity

StarkMHAR is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the organization and are valued for their skills, experience, and unique perspectives. This commitment is embodied in organizational policy and the way we behave at StarkMHAR and is an important principle of sound business management.

Physical Demands

Nature of work requires ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile, and prepare work documents, set-up and maintain work files. Limited travel, mainly local within the county, periodic out of state meetings or conferences may be required.

Working Conditions

Work performed in a general office environment. May require availability for additional hours during peak periods. May require work in a shared office environment. Requires periodic participation and attendance at organization sponsored events and meetings.

This description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Stark County Mental Health & Addiction Recovery. Since no description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, the changing nature of the job shall also be considered part of the jobholder's responsibility.

Conditions of Employment

The final applicant selected for this position, prior to appointment, will be required to submit to a drug test for illegal drug use. The test site shall be chosen and paid for by the Board. An applicant with a positive test result will not be offered employment. Applicant will also be subject to a criminal background check paid for by the Board.

Salary Range: StarkMHAR Grade 2 \$36,400-\$50,960

Suggested Starting Range: \$36,400-\$41,450

Hours: Monday – Friday 8 a.m. – 5 p.m. with a one-hour unpaid lunch. Alternative scheduling may be available.

Application Deadline: Until Filled

Apply online at www.StarkMHAR.org/about/jobs or <https://www.applicantpro.com/openings/starkmhar/jobs>

OR MAIL RESUME TO:

Attention: Human Resources Department

**Stark County Mental Health & Addiction Recovery
121 Cleveland Ave. SW
Canton, Ohio 44702**

EOE/Minorities/Females/Vet/Disabled