



AVAILABLE POSITION

Job Title:	HOMELESS CALL CENTER SHELTER NAVIGATOR	FLSA Status:	Non - Exempt
Reports To:	PSHN HOTLINE TEAM LEAD	Classification:	Classified
Department:	PARTNERSOLUTIONS HOMELESS NAVIGATION	Last Revision	SEPTEMBER 2025
Approved By:	Beth Watson	Date 9/23/2025	

PURPOSE

Works with a diverse and marginalized caseload of participants experiencing many barriers including homelessness, complex trauma, medical, mental health needs, and substance use. Ensure services to participants are reflective of customer choice and emphasize evidence-based interventions, harm reduction and trauma-informed care models. Use effective communication skills such as active and reflective listening to build rapport. Utilize appropriate motivational interviewing interventions to increase positive outcomes.

ESSENTIAL JOB FUNCTIONS

1. Collaborates with the PSHN team to provide regular coverage and back up to the Homeless Navigation hotline and mobile intake team; entering data into the HMIS and CES systems. Assist with Hotline Specialist activities, including information and referral activities, diversion activities, intake and enrollment activities, assessment activities, update activities, and data entry activities. Obtain consents and authorizations for participants in the program. Concurrent documentation of services provided, no longer than 8 hours from time of service;
2. Maintains central prioritization lists of participants awaiting services from projects, including shelter and housing; Maintains and monitors bed inventory and prioritization list to refer households based on available openings, household needs and project requirements;
3. Directs daily shelter referrals, including planning for back up as needed, with the goal of equitable access for all following evidence-based principles. Reports workflow, process, and policy concerns to leadership. Works with Street Outreach team to ensure equitable access to households that are unsheltered;
4. Tracks, compiles, and reports on projects related to and affecting emergency shelter services;
5. Collaborate with each participant to initiate a Housing Action Plan aimed at improving overall well-being and housing stability; review and update as appropriate to the individual;
6. Assists internally and externally with data entry needs including programs and services, training and troubleshooting access difficulties.
7. Educate participants, professionals, and the community on navigating the services in the Homeless Continuum of Care of Stark County.
8. Liaise with other providers within the agency, as well as outside, to formulate strength-based strategies that focus on stabilizing housing and general wellness;
9. Adhere to agency and HCCSC policies and procedures including confidentiality and code of ethics;
10. Provides customer service support to HCCSC providers and participating agencies; Maintain a high rate of customer satisfaction with the board and provider community;
11. Participate in staff meetings, individual and group supervision, case conferences, and training as required; Provide representation and back up at committees and meetings as assigned. Leads the Homeless Services Collaborative;
12. Assists in promoting cultural & linguistic competence within the Stark County community;
13. 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;
14. Additional tasks, projects and or responsibilities, including attending training and community meetings, as assigned that are not outlined but which are an important part of the agency's goals and/or program outcomes.

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

Associate's degree in communication, social work or other similar discipline, or equivalent experience required. Experience in phone or direct interviewing of individuals is required.

Knowledge, Skills, Abilities and Personal Characteristics

Utilize appropriate motivational interviewing interventions to increase positive outcomes. Office practices and procedures/customer service; keyboard accuracy and speed required; excellent customer service attitude required; proficiency in Microsoft Office; Ability to use effective communication skills such as active and reflective listening to build rapport. Experience in working with homeless individuals or personal lived experience, cultural and linguistic sensitivity, and trauma -informed training preferred. Be able to work in a shared office area.

Certification, Licenses, Registrations

None

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. Must spend majority of time concentrating on multiple computer monitors; Must be able to sit or stand for extended periods of time; must be able to wear a phone headset. Travel by automobile may be required occasionally.

WORKING CONDITIONS

Work performed in a general office environment. A standard 40-hour work week, spread over five days, such as Monday to Friday and occasional Saturdays during daytime hours with a half-hour lunch break. Exact schedule may vary depending on department needs. Travel by automobile may be required on occasion. Additional irregular or alternative hours may be required. Direct service work required. Requires periodic participation and attendance at organization sponsored events and meetings.

This job 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 the Mental Health and Recovery Services Board of Stark County and PartnerSolutions. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

CONDITIONS OF EMPLOYMENT

Note: 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. Applicants will also be subject to any other requirements of Ohio law.

Salary Range: StarkMHAR Grade 1 - \$34,323 – \$48,053 ***Suggested Starting Range** \$34,323 - \$39,129 or \$16.50 - \$18.81 hourly.

*An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities that could qualify for a higher starting salary.

Hours: Monday – Friday 8AM to 5PM with one-hour unpaid lunch. Alternative scheduling may be available.

Application Deadline: Until Filled

Apply online at <https://starkmhar.applicantpro.com/jobs/3865872>

OR MAIL RESUME TO: **Attention: Human Resource Department**
 Stark County Mental Health & Addiction Recovery
 121 Cleveland Ave SW
 Canton, Ohio 44702

EOE/Minorities/Females/Vet/Disabled