

Position: Housing Navigator

Supervised By: EverStrong Program Director

Classification: Full-time (40 hours/week), exempt

Work Location: On site (EverStrong Drop-In Center, 2701 International Lane Suite 100, Madison WI) & Across Dane County

Please submit a cover letter along with your resume by email to OutReach's Executive Director (steves@lgbtoutreach.org) and EverStrong's Program Director (damontaej@lgbtoutreach.org). Applications are due by November 15th, at 11:59 PM. Any applications submitted after the listed date will not be considered. Please do not call regarding the position.

Overview

Since 2023, EverStrong (a program of OutReach) has been focused on ending young adult houselessness in Dane County. Under the leadership of the Youth Action Board (YAB), this program has connected hundreds of members of our community with housing navigation, job placement, and the resources they need to thrive.

EverStrong is seeking a passionate Housing Navigator (Case Manager) to provide case management services for program participants in Madison, WI and Dane County. The Housing Navigator collaborates with internal and external partners to support youth and young adults (ages 17.5 - 24) who are at risk of or currently experiencing homelessness. This position focuses on helping participants build skills, improve mental health, reduce their barriers to obtaining and maintaining housing, and strengthen community and social service connections. The ultimate goal of this position is to support each young person as they strive to thrive socially, emotionally, and physically.

Essential Duties

The Housing Navigator will be primarily responsible for the following duties:

- Assess participants' housing strengths and barriers to determine need and provide support accordingly.
- Staff the EverStrong Drop-In Center during open business hours.
- Meet regularly with participants to provide intensive, person-centered housing navigation, case management and service coordination necessary to achieve housing stabilization.
- Mediate and advocate with landlords on behalf of participants to develop workable plans for continued stable housing.

- Facilitate transportation for participants by arranging ride-share services, coordinating with partner agencies, or provide transportation directly alongside other EverStrong staff.
- Maintain timely and accurate case notes and service records using the Homeless Management Information System (HMIS) to ensure compliance with agency, program, City of Madison, and HUD requirements.
- Respond to community referrals for intervention and support as well as conduct outreach to build rapport with young adults experiencing homelessness in Dane County.
- Collaborate with EverStrong staff and external community partners to connect participants to social services and community resources.
- Work collaboratively with OutReach staff by attending cross-departmental meetings, provide resource referrals, and assist in creating educational materials for the community.
- Assist with the planning and coordination of special events and programs organized by OutReach such as the Magic Pride Festival.
- Occasional other duties assigned by the EverStrong Program Director.

Experience and Qualifications

To perform this role well, you should have personal, professional and/or lived experience in some or all of the following:

- Bachelor's degree in Social Work or related field, with prior experience working with individuals experiencing homelessness. (Equivalent lived or professional experience may be considered in lieu of a degree)
- Familiarity with trauma-informed care, harm reduction, and the Housing First model.
- Proficiency in Microsoft Office Suite (OutLook, Teams, Word, Excel and more).
- Excellent written and verbal communication skills, including experience with public speaking, educational programming, and community engagement.
- Valid state driver's license, automobile insurance, and access to a vehicle. Must be willing to transport clients when needed.
- Willingness and ability to work with diverse populations. Must demonstrate strong interpersonal skills, ability to maintain strong professional boundaries with participants, and understand power dynamics and personal biases.
- Bilingual (English / Spanish) candidates are highly encouraged to apply.

Compensation and Benefits

- Pay Rate: \$49,920 (\$24 per hour, hourly position)

- Eligible for benefits including health (employer pays 95%), dental, vision, life insurance, and more.
- Paid time off including vacation, personal, and sick days in addition to 10 paid holidays per year.

Supervisory Responsibilities: None.

Hours: This is a full-time position, core hours and days in office must occur during EverStrong Drop-In Center's open hours Tuesday – Friday, 12:00 PM – 6:00 PM., additional hours must be completed Monday – Friday in community with clients, with occasional evening and weekend hours.

Travel: Travel is primarily local (within Dane County).

Physical Demand/Work Environment: The physical demands and work environment described here are representative of those an employee will encounter while performing the essential functions of this job satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: While performing the duties of this job, the employee may be regularly required to remain in a stationary position for extended periods of time (can alternate between sitting and standing), utilize hands and fingers to operate essential office technology (i.e. computer, phone, etc.) and move distances both in office and while doing community outreach. The employee will also be required to assist clients in their apartments, which may require moving up and down stairs as well as moving up to 35 pounds when assisting them with relocating. The employee must have the ability to communicate accurate information and ideas in a way that fellow employees will be able to understand and observe details at a close range (i.e. when utilizing a computer).

Work Environment: Our Drop-In Center functions similarly to a traditional, professional office environment which requires the use of standard office equipment like computers, telephones, copier/printers. Because we are a gathering space for our community, there are consistent distractions and varying levels of noise throughout the center during our open hours. The employee may also be asked to participate in outdoor or offsite community outreach activities and may be exposed to variable weather conditions and noise levels.

OutReach Equal Opportunity Statement: *OutReach Community Center provides equal employment and advancement opportunities to all staff members. Employment decisions are based on merit, qualifications, lived experience and skills.*

Candidates with lived experience of homelessness are strongly encouraged to apply.