



POSITION ANNOUNCEMENT

POSITION: Family Housing Navigator – Counseling Center

LOCATION: 2750 Sutterville Rd. Sacramento, CA 95820

SCHEDULE: Monday – Friday, 8:30am-5:00pm. Evenings and/or weekends based on program needs.

SALARY: \$25.14 - \$28.29 per hour, to start

Founded in 1867, the Sacramento Children's Home is the oldest active charity in Sacramento and among the most highly respected. SCH is an equal opportunity employer who values an inclusive work environment that celebrates and recognizes the diversity of its employees. At SCH, we appreciate that having employees of many different backgrounds strengthens our organization, and we strive to create a workforce that reflects the diverse and culturally rich communities that we serve.

OVERVIEW: The Family Housing Navigator (FHN) supports families experiencing housing instability by helping them secure and maintain stable housing. FHNs conduct intakes and assessments, develop Housing Support Plans (HSP), and provide direct services. FHNs provide housing navigation, landlord engagement, and financial assistance to help families secure suitable and stable housing. FHNs collaborate with internal staff and external partners to address housing barriers through advocacy, problem-solving, and relationship-building. Through housing navigation and support, FHNs help families achieve their goals of long-term housing stability and self-sufficiency.

DUTIES:

1. (85%) Housing Support Services

- Conducts assessments to determine client's housing needs.
- Develops and implements HSPs meeting county policy guidelines with clients to support long-term housing stability, addressing barriers such as evictions, credit issues, and rental history.
- Supports clients in overcoming housing barriers, tracking at-risk status monthly, and accessing necessary resources.
- Calculates rental assistance and explains SCH assistance policies.
- Coordinates with SCH Finance department for initial and subsequent rental support payments to housing clients.
- Conducts follow-up visits to ensure engagement with services, including client transportation when needed.
- Uses a trauma-informed approach to assess client needs, including health, substance use, employment, and housing stability.
- Coordinates with program staff for ongoing case management of housing clients.
- Offers services in locations convenient to clients, including office-based, telehealth, and field-based settings.
- Utilizes HMIS/CAS to pursue public housing options for families.
- Provides Ready to Rent education sessions to housing clients.
- Maintains working knowledge of Public Housing Authorities (PHAs) and housing subsidy programs.
- Identifies and maintains up-to-date knowledge of available housing resources, subsidies, and community programs.
- Assists clients in understanding and applying for housing assistance programs such as LIHTC (Low-Income Housing Tax Credit), Section 8, and other HUD (Housing and Urban Development) initiatives.
- Facilitates documentation collection required for housing eligibility and subsidy programs.
- Connects participants to permanent housing options aligned with their needs and eligibility criteria.

- Supports participants in understanding eligibility requirements and compliance obligations for subsidized housing programs.
- Coordinates with program staff to ensure housing placements align with overall case management plans.
- Provides ongoing follow-up and support to promote housing retention.
- Assists families in locating affordable housing options and, when needed, view options with family.
- Provides any required housing inspections per county or state requirements.
- Supports families in implementing their sustainability plan as part of the HSP.
- Attends CFTs as needed to support the family's housing needs.
- Documents all services in the client record and HMIS as needed.

2. (15%) Meetings and Other Duties

- Attends required team meetings, training sessions, and case consultations.
- Collaborates with internal teams and external partners to coordinate services and improve program outcomes.
- Attends relevant county meetings, committees, and work groups.
- Maintains accurate case notes, tracks client progress, and enters data into the Homeless Management Information System (HMIS).
- Ensures compliance with confidentiality policies and program standards.
- Reports on assistance provided, monthly at-risk status, and resolution outcomes.
- Updates resource mapping to ensure timely referrals.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Able to read, write, speak and understand the English language.
- Able to communicate agency mission and values relative to family needs.
- Ability to utilize an electronic health record to document services.
- Able to participate on a management level and represent the agency in multiple venues.
- Ability to coordinate meetings, including developing agendas, documenting conclusions, recommendations, actions, and follow-up topics.
- Intermediate knowledge of Microsoft Word, Excel, and Outlook.
- Excellent time management skills.
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Good public speaking skills.
- Skill to maintain a professional, confidential work environment.
- Ability to manage multiple tasks at one time in an efficient manner.
- Excellent problem-solving skills.
- Must be able to function independently and be able to seek guidance when necessary to assist in working with the children and families.
- Ability to relate to children and families in a positive manner.
- Ability to establish and maintain appropriate boundaries with children and families.
- Ability to work cooperatively with a culturally, economically, and/or ethnically diverse client and staff population.
- Knowledge of child abuse issues.
- Knowledge of CPS reporting mandates and limits of confidentiality.
- Knowledge of substance abuse issues.
- Knowledge of team, family, and group dynamics.
- Ability to report to work on a regular and reliable basis.
- Ability to effectively manage stressful situations and respond to crisis in a timely and appropriate manner.
- Able to deal with volatile situations involving clients.

- Able to work a flexible schedule, which may include evening, night, or weekend hours.

QUALIFICATIONS: Driving is an essential function of this job, and as such, employees in this position will be required to furnish their own vehicle to be used in the course of employment. A valid CA driver's license and minimum insurance coverage is required.

Must be at least 21 years of age.

Education and Experience:

A high school diploma or general education degree is required. At least 1 year experience working in a mental health or social service setting is required. A minimum of 1 year experience working with families experiencing homelessness or at risk of homelessness or personal lived experience with housing instability, homelessness, or system involvement is required.

Physical/ Psychiatric Requirements:

The physical demands listed below are representative of those required to successfully perform the essential functions of this position. Employees in this role must be able to:

- Maintain regular and reliable attendance, including consistent work schedule adherence, and timely communication regarding absence or schedule changes.
- Requires frequent lifting and carrying of materials and equipment, including often handling of items weighing up to 10 pounds and occasionally lifting and carrying of items weighing up to 20 pounds.
- Requires occasional pushing and pulling of materials, equipment, or supplies weighing up to 10 pounds and occasionally weighing up to 20 pounds.
- Constant use of fine motor skills, including grasping, handling, and repetitive hand movements.
- Occasionally reaching outward, over head and over the shoulder.
- Constantly walking on normal surfaces and frequently walking uneven and slippery surfaces while performing essential job duties.
- Frequently bending and standing throughout the workday.
- Constantly sitting and occasionally squatting throughout the workday.
- Constant visual and auditory awareness is required to observe participants, monitor environments, respond to changing situations, and communicate effectively with clients, families, and staff.
- Requires frequently driving to perform essential job duties and travel between work-related locations as needed.

Must be able to perform the essential functions of the position with or without reasonable accommodation.

BENEFITS: Excellent benefits package including medical, dental, vision, life and accident insurance, short and long-term disability plans, retirement plan with company match, paid vacation, sick leave, 11 paid holidays, tuition reimbursement, professional development and career advancement opportunities.

TO APPLY: Qualified employees must submit a completed Request for Promotion or Transfer form along with their resume to Human Resources. External candidates must complete our on-line employment application available at www.kidshome.org/careers.

PLEASE NOTE: Non-SCH employees who are made an offer of employment will be required to pass a post-offer, pre-employment background process that includes passing a drug test, including marijuana. Applicants who do not pass any part of this pre-employment process will have their offer of employment rescinded.