



ST. JAMES A.M.E. ZION CHURCH – ZION HOUSE



Supportive Services for Veteran Families

P.O. Box 3082

Salisbury, Maryland 21801

(410) 742-1427

HUD-VASH / SHALLOW SUBSIDY HOUSING NAVIGATOR

Job Description

Supportive Services for Veteran Families (SSVF)

SSVF is a grant funded program at St. James AME Zion Church - Zion House through the Veterans Administration intended to end veteran homelessness on the Maryland Eastern Shore. The SSVF team will work closely with community partners to identify eligible veterans in housing crisis and move them directly into housing of their own with short-term rental assistance and case management services. The goal of the SSVF program is to connect clients with the wrap around services throughout the community necessary to maintain long term, independent living. SSVF is a crisis intervention program, with services to include case management, housing and financial counseling, and assistance in obtaining benefits and services for both individual Veterans and those with dependents.

Position

The HUD-VASH / Shallow Subsidy Housing Navigator complements the SSVF team of Zion House by working with HUD/VASH and SSVF case managers assisting homeless or at-risk-of-becoming homeless veteran families. This position cultivates relationships with landlords and local management companies to identify and procure safe, decent, affordable housing for eligible clients. This position creates and updates a database of available housing. This position is critically important to the success of the SSVF program and requires a high degree of creativity and public relations skills. The ideal housing navigator is highly organized, well versed with Maryland voucher programs and has the ability to work with multiple entities within the SSVF provider network and HUDVASH team.

Responsibilities:

The HUD-VASH/Shallow Subsidy Housing Navigator duties are summarized as:

Develop housing resource guides to meet client needs by identifying and coordinating a variety of available services necessary to obtain and maintain independent living, self-sufficiency and household stabilization.

- Screens and evaluates veteran households for housing needs and eligibility for all SSVF services to include Shallow Subsidy assistance
- Provide intake and assessment services to collect necessary data, determine program eligibility and create participant case file
- Maintain and builds partnerships and coalitions with other community and government agencies
- Reach out to low-income veteran households throughout the Maryland Eastern Shore
- Participates and assists with outreach events
- Counsel participants to support them in reaching their goals
- Maintain participant files and ensure that all required documentation is contained in each file
- Maintain weekly update of current housing vacancies and rental rates
- Attend landlord meetings to familiarize them with the SSVF program and services available

- Research, contact, and educate potential landlords who own safe, decent, affordable housing units in areas served by Zion House
- Negotiate rent with prospective landlords when the landlord's requested rent exceeds allowable rent
- Conduct housing inspections and rent reasonableness, as required
- Responsible for creating and maintaining a housing database linking tenants to housing
- Provide information, referrals, crisis intervention, and assistance with permanent housing placement to all participants and Case Managers
- Will maintain appropriate records in accordance with Veteran Administration SSVF Grant and HUD/VASH quality housing standards.
- Provide financial assistance with application fees if applicable
- Accompany Veteran on housing search if indicated
- Attend housing briefings as indicated
- Attend PHA meetings as indicated
- Develop housing resource guide for identified jurisdiction
- Maintain communication with HUD VASH case manager of emerging issues related to housing search
- Participate in HUD VASH housing search huddles with housing specialist and appropriate VAMHCs staff
- Attend professional trainings and conferences to support ongoing learning and quality improvement.

Requirements:

- Bachelor's degree in Human Services, related field or equivalent work experience
- 1 - 3 years of experience working with veterans, people in recovery, low income families and or homeless individuals
- Excellent oral and written communication skills
- Proficiency with Microsoft Office
- Ability to work both independently and as a member of a team
- Valid Maryland driver's license, insurance and reliable transportation
- Must be proficient in record keeping, tracking, maintaining, and reporting according to program guidelines and requirements
- Public speaking and presentation skills
- U.S. Veteran or Veteran spouse encouraged to apply.
- Able to lift up to 25 pounds

Salary – Commensurate with experience