



Job Posting

Housing Navigator (Bilingual)

Are you interested in work that makes a difference in the lives of others? Way Finders is a mission-oriented, nonprofit organization offering a fast-paced, professional work environment focused on achievement. We employ individuals with a strong commitment to excellence, a collaborative nature, and the desire to make a difference. **We are seeking a full-time Housing Navigator for our Housing Education Services department.** The Housing Navigator will provide homelessness prevention and housing stabilization services to hospital patients enrolled with a participating provider. **This is a great opportunity for anyone who is fully bilingual (English/Spanish) and has a background in housing assistance, case management, or advocacy, and wants to empower others to make sound decisions concerning their housing needs.**

At Way Finders, we light pathways and open doors to homes and communities where people thrive. The largest nonprofit housing provider in Western Massachusetts, Way Finders also specializes in housing counseling, financial and first-time homebuyer education, employment training, neighborhood revitalization, and a variety of other services throughout the region. The need for Way Finders' programs and services is great and continues to grow each year. Whether a person is experiencing a housing crisis, in need of rental assistance, or ready to purchase a first home, our Housing Centers provide a welcoming, accessible space for counseling, assistance, training and placement, and ongoing support. During our last fiscal year, Way Finders services impacted 52,000 men, women, and children in the region. Stable housing is the platform upon which we work with our clients to help them to meet their own goals and to thrive. As families thrive, so do the communities in which they live.

The candidate may work in a hybrid-remote capacity, but in-office meetings and community visits are a regular part of the role. To deliver exceptional service, work is occasionally necessary outside of traditional business hours.

Essential Functions/Responsibilities

- Assess client housing needs and provide initial information, referrals, and applicable education on budgeting, problem-solving, planning, responsibilities, and assistance programs
- Support and assist clients in housing search and related activities, including applications, scheduling/attending showings, being apprised on all selection services, and advocacy including those that concern accommodations and procedural appeals
- Determine eligibility for financial assistance under all available housing and rental assistance programs; process applications in a timely and accurate manner, with follow-up as necessary
- Assist tenants in the assessment and resolution of potential eviction actions by providing information on eviction processes and legalities
- Ensure all database and client records are entered and updated with accuracy in a timely and highly confidential manner; deliver reports as required
- Establish and maintain strong, collaborative relationships with staff (including across departments), owners, landlords, community groups, funding sources, constituents, and stakeholders to achieve goals
- Provide technical guidance, training, and assistance to internal staff on program guidelines, processes, and resource availability
- Remain current on housing assistance programs, services, and related regulations to ensure the accurate provision of guidance to clients

- Represent the agency in community meetings with medical, social service, and legislative groups; participate in cross-departmental agency meetings as appropriate

Hiring Requirements/Preferences

- Bachelor's degree; commensurate experience may be substituted for a degree
- 5 years' experience in rental, housing assistance, case management, advocacy, or other public assistance programs; similar or related experience may be substituted
- Bilingual (Spanish/English) written and verbal skills required
- Experience using Microsoft Office applications, and comfort learning new technologies
- Excellent customer service skills with the ability to serve diverse populations
- Clear, effective, and timely communication skills across all levels of internal staff, clients, and constituents
- Ability to organize and prioritize
- Valid driver's license with acceptable driving record; reliable vehicle

Benefits

- Generous paid time-off
- 12+ holidays annually
- Health, dental, and vision insurance options
- Educational assistance
- Medical Reimbursement Account
- Dependent Care Account
- 403(b) retirement plan with employer match
- Life insurance
- Short-term and long-term disability insurance
- Transportation benefits
- Employee Assistance Program
- Annual staff picnic!

Wage between \$19.62 - \$23.55 hourly depending on qualifications. Interested applicants must submit a cover letter and resume; applications will be accepted until the position is filled. MVR.

Way Finders is an Equal Opportunity Employer that seeks a diverse staff in order to reflect our community and those we serve. Qualified individuals from diverse backgrounds are strongly encouraged to apply. This position is available to all without regard to race, color, religion, national origin, disability, age, gender or gender identity, sexual orientation, political affiliation or veteran status. We provide reasonable accommodation for qualified individuals.