open position

HOUSING NAVIGATION SPECIALIST

COMPENSATION          $20.00/hour + $1.00/hour bilingual premium + Full Benefits

PROGRAM               Heading Home Initiative
                      San Francisco

REPORTS TO            Housing Navigation Coordinator

WORK SCHEDULE         Monday–Friday, 9:00am – 5:30pm

STATUS                Full-Time

CLASSIFICATION        Non-exempt

UNION REPRESENTATION  YES – OPEIU, Local 29; initial fee + monthly dues

DRIVING REQUIRED      YES – Valid CADL and satisfactory driving record required

One in 25 children in San Francisco’s schools are experiencing homelessness. Are you passionate about advancing innovative solutions that will end family homelessness by 2020?

If so, we could use your talents as a Housing Navigation Specialist at Hamilton Families!

Hamilton Families (HF) is dedicated to ending family homelessness in the San Francisco Bay Area by 2020. HF’s rapid re-housing program helps families find and move into market-rate housing in the Bay Area. We do this through housing search assistance, move-in financial assistance, a medium-term rental subsidy, and home-based case management to help families move toward self-sufficiency. Working collaboratively with the City, the San Francisco Unified School District, and key partners, Hamilton is scaling up this program to assist 800 families with children in the school district.

As a Housing Navigation Specialist, you will do the critical work of helping these families find and move into permanent housing. Use your skills as a listener, coach, advocate, matchmaker, and supporter to make a real difference.

Primary Duties and Responsibilities

• Be a listener: Work with approximately 15-20 families/participants in the program to assess their housing needs. Understand their preferences for location and size of housing, and any rental barriers they have.

• Be a coach: Build trusting relationships with participants, and coach them on housing search processes. This includes but is not limited to topics such as rental search, housing applications, unit viewings, move-in procedures, utilities set-up, maintaining positive landlord relations, and applying to permanent affordable housing.

• Be an advocate: Coordinate with colleagues on the landlord liaison team to initiate and maintain positive relationships with landlords and property management companies interested in renting to participants in the program.
• **Be a matchmaker:** Connect participants with housing opportunities! Communicate with participants regularly, in person and over the phone, to support them in their independent housing search, and to alert them to units that Hamilton Families finds that may suit their needs.

• **Be a supporter:** Assist participants in viewing potential units, including offering driving support. Then, once they've found housing, help participants move in. Work with colleagues to provide funds for move-in costs, review lease with the participants, and inspect the unit to ensure it will be safe and comfortable for the family.

• If you’re **bilingual,** do it all in another language!

**Qualifications, Skills and Abilities**

• You must share our commitment to ending family homelessness in the San Francisco Bay Area.

• We value people who are organized, self-starting, organized, flexible, and creative. You should be open to creating and joining a culture of feedback and learning, and be able to meet multiple deadlines and priorities with a positive attitude and problem-solving approach.

• You should have a BA from an accredited college or university (social work, psychology, or related field preferred) and 1 year of experience in a relevant profession OR a minimum of 3 years of relevant experience in housing or social services.

• You need a CA driver’s and must be willing to travel throughout the Bay Area. (HF will provide the vehicle and cover travel costs.)

• Even better if you have experience working with extremely low-income families, youth, survivors of domestic violence, populations impacted by substance abuse, mental illness, and HIV/AIDS, and/or other diverse communities. Knowledge of community resources for families with very low incomes in the Bay Area and/or housing law is a big plus!

**Why choose Hamilton Families?**

**We offer:**

**Great benefits:** We offer excellent medical, dental, and vision coverage, plus tax-advantaged Flexible Spending Arrangements for Health Care and Dependent Care. Employees also have the chance to earn up to $180 per calendar year for participating in various wellness activities and can participate in partnership discounts with various YMCA locations. Additionally, HF offers tax deductible commuter benefits that can be applied to public transit, parking, bicycle maintenance, and ride sharing services like Uber pool.

**Growth and leadership opportunities:** The work at HF is designed for individuals to follow their passions and commitment to community. HF takes professional development seriously and offers coaching and training opportunities at every level. A role with the Navigation team is great for an individual who is interested in exploring real estate, affordable housing, social work, and/or mental health fields. We also offer a $1,000 educational stipend to employees each year and offer dozens of internal and external trainings for staff at every level annually.

**Time off:** HF employees take advantage of generous benefits including 11 paid holidays, 3 weeks of vacation and 2 weeks of sick time per year.

**Long-term benefits:** HF offers an employer-matched 403(b) retirement plan, education reimbursement, and other great long term benefits!

**Visit our website to learn more:**
[https://hamiltonfamilies.org/get-involved/open-positions/](https://hamiltonfamilies.org/get-involved/open-positions/)