

## Job Announcement

### Housing Navigator – Homeless Services Program, Department of Service Programs

**Location:** Little Tokyo Service Center

**Salary:** DOE

**Hours:** Full-time, Regular, Non-exempt position with benefits

**Background:** For over 40 years, Little Tokyo Service Center (LTSC) has provided a safety net of social welfare and community development services to empower people and communities in need. LTSC provides culturally and linguistically appropriate services to the Japanese American community in the Southland, builds multi-family affordable housing projects to uplift low-income neighborhoods of color throughout Los Angeles, and promotes equitable development and cultural preservation in the Little Tokyo neighborhood.

We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, sexual orientation, age, national origin or disability.

**Summary of Duties:** This position will be part of LTSC's new Homeless Services Program, within the organization's Department of Service Programs. This Program will provide direct outreach, connection to services and housing navigation for people experiencing homelessness in Little Tokyo and surrounding neighborhoods. We are seeking an individual who is compassionate and has experience serving individuals and families experiencing homelessness.

The Housing Navigator will provide field-based services to people experiencing homelessness as they transition to permanent supportive housing. The geographic area of focus for services in the Metro LA area, but more specifically the Little Tokyo neighborhood. The selected candidate's primary responsibilities are to assess for permanent housing opportunities and locate best fit housing placement options, provide housing stability services, including implementation of housing stabilization plans and coordination of multiple services to meet each clients' needs. The Housing Navigator will work closely with the Case Manager on maintaining good working relationships with landlords/management companies/property owners as well as other homeless service providers and partnering agencies.

#### Responsibilities Include:

- Maintain a caseload of up to 20 clients for case management services
- Develop effective, trusting relationships with program clients
- Work with clients to develop and implement a housing stabilization plan that will maximize housing location placement, and retention which will increase quality of life and community engagement
- Keep up-to-date, accurate, well written/well documented case notes

- Prepare clear and thorough housing assessments and referrals for inclusion in case files
- Assist clients with completing housing applications and securing housing of their choice
- Transport clients to gather needed documents for housing including but not limited to the DMV, Social Security office and Dept. of Social Services
- Assist clients with accessing resources and services to increase housing stability (e.g. linkage to primary care physicians, health insurance, food banks, credit repair, legal aid, In Home Supportive Services (IHSS), money management, tenant rights and responsibilities, mental health, benefits enrollment, etc.
- Provide crisis intervention whenever appropriate and as needed
- Participate in case conferences, staff meetings and community meetings, as needed
- Attend required trainings while seeking out learning opportunities for continued education, staying up-to-date on best practices in ending homelessness and client care

**Qualifications, Experience and Skills:**

- Minimum two years case management experience working with homeless individuals living with mental illness and/or substance abuse disorders
- Knowledge of HUD guidelines as they relate to client housing resource eligibility
- Knowledge of social service providers and programs, and of local and federal government benefits and entitlements
- Current valid California Driver's License with an acceptable driving record and reliable vehicle

**Equivalent education or experience can be substituted for all minimum qualifications, except when legal requirements, such as a license/certification/registration, are required.**

How to apply: Please forward a cover letter and resume to [sito@LTSC.org](mailto:sito@LTSC.org) Please include your pronouns in your application.