



POSITION DESCRIPTION

<u>Position Title</u>	<u>Department</u>	<u>Date</u>
Rental Assistance Programs Navigator	Client Services, Housing	May 2019

Function:

Under the supervision of the Manager of Rental Assistance Programs, provide systems navigation to low-income people living with HIV/AIDS who are at high risk for housing instability and complete internal and external rental assistance applications.

Representative:

1. Complete Utility Assistance, Rental Start-Up, and Homelessness Prevention Program applications:

- Screen potential applicants for the Utility Assistance, Rental Start-Up, and Homelessness Prevention Programs for eligibility.
- Meet with applicants to fill out application and gather necessary documentation to complete application.
- Verify property ownership and collect landlord documents.
- Work with clients to create an individualized housing service plan including short term goals associated with stable, affordable housing. Work with clients to set priorities and take steps toward reaching these goals.
- Verify that all required documentation is authentic and accurate.
- Act as a liaison between clients and landlords, property management companies, and housing authorities.
- Provide utilities advocacy and assist client in accessing discount rate, payment plan, shutoff protection, fuel assistance.
- Finish RAP applications partially started by external providers, as needed.

2. Provide housing support and navigation:

- Assist clients deemed ineligible for RAP, or who need more financial assistance, with other external rental assistance applications. Meet with applicants to fill out application and gather necessary documentation to complete application and/or referral.
- Accompany clients to appointments related to external rental assistance applications.
- Provide information and help resolve landlord and tenant issues relating to rental assistance.
- Work with client and landlord or utility company to create a payment plan, when possible.
- Assist clients disputing incorrect rent calculation. Work with legal and with housing authorities to correct rent share.
- Assist clients with external and internal referrals.
- Provide clients with easily accessible and low-threshold services that operate within the harm reduction framework and assist clients in overcoming other barriers to service delivery, including assisting clients on a walk-in, triage, and as-needed basis.

3. Serve as point of contact for rental assistance:

- Receive and respond to enquiries about RAP: calls to the front desk, calls to the RAP phone line, emails to general information mailbox.
- Conduct outreach, drop-in hours, and attempt other strategies to ensure clients are aware of RAP services and receive assistance if eligible.
- Identify and research rental and utility assistance programs in Massachusetts, build relationships with other agencies.
- Maintain up-to-date list of resources.

4. Maintain up-to-date client records:

- Record client data into ETO.
- Maintain files according to program guidelines.

5. Meet agency participatory expectations:

- Adhere to all agency and departmental policies and procedures.
- Attend unit, department, and agency meetings, as required.
- Participate in quality assessment and improvement activities as requested.
- Attend all required meetings, in-services and professional trainings.
- Maintains professional competence necessary to perform job responsibilities; maintains and provides agency with records of continuing education activities.

6. Perform related duties and projects as assigned

Requirements:

- BA or two years of experience in related field.
- Experience providing direct service to diverse populations including people living with HIV/AIDS, people using substances, people experiencing homelessness, people with mental health diagnoses, people who are bilingual/bicultural and people with varying gender identity, gender expression and sexual orientation.
- Self-motivated; ability to work independently and proactively.
- Experience in case management and/ or housing advocacy strongly preferred.
- Ability to juggle multiple tasks under pressure and deadlines.
- Ability to work patiently and persistently with clients and colleagues in order to ensure follow through and to function as part of a team.
- Bilingual in Haitian Creole/ English or Spanish/English strongly preferred.
- Valid Massachusetts driver's license and access to a car preferred.
- HIV/AIDS awareness and sensitivity.

Physical Requirements:

- Ability to meet the following physical requirements with or without reasonable accommodations:
 - Sit at a computer station for extended periods of time
 - Ability to keyboard for extended periods of time

Supervisory Responsibility:

None.