



POSITION DESCRIPTION

System Navigator

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this by meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The System Navigator position is within the Unhoused Youth Initiative/Unhoused Youth Outreach Department and reports to the Program Manager. This is a full-time position, and core hours and days are Monday through Friday 8:30 am to 5:00 pm, requiring once-a-week evening and weekend hours. This position plays a key role in providing intensive, housing-focused system navigation services to program participants to support them through all stages of their journey to housing stability. The System Navigator provides mobile engagement, support, and case management for unaccompanied youth experiencing homelessness or housing crisis, one-on-one community resource navigation, support in creating individualized goal plans, and assistance in helping reach those goals. The purpose of the System Navigator is to help our youth/young adult participants experiencing homelessness increase independent living skills and prevent them from entering the homelessness services system, if possible, or help them to rapidly exit the homeless system into the most safe and permanent arrangement available.

RESPONSIBILITIES

- Respond to community referrals for intervention and support, performing frequent outreach activities to connect and build rapport with individuals experiencing homelessness.

- Work closely with clients to eliminate and address their housing barriers.
- Work closely with participants to develop short- and long-term goals.
- Provide intensive, person-centered system navigation, case management, and service coordination services to ensure participants have access to and receive services necessary for housing stabilization.
- Assist clients with gathering documentation, securing mainstream benefits, and identifying appropriate and affordable housing options.
- Ensure clients can access services through the provision of direct or indirect transportation.
- Provide advocacy for clients including attending appointments, initiating communication, and working with prospective landlords.
- Collaborate with other outside community service providers to ensure seamless referral services along with mental, physical, and emotional support.
- Provide support to participants in different Urban Triage locations to allow for accessibility including transportation.

SKILLS AND EXPERIENCE

- Peer mentoring experience with persons experiencing homelessness and/or behavioral health challenges preferred.
- Ability to manage conflict, mitigate/respond to stressful situations, and engage with traumatic stories.
- Ability to understand and maintain professional boundaries.
- Ability to listen with care, treat participants with respect and dignity, and respond to everyone's unique needs.
- Basic computer skills necessary, and familiarity with Microsoft software and Google Docs.
- Willingness and ability to work with people from a variety of racial, cultural, social, and economic backgrounds with various lifestyles, sexual orientations, and of all ages and genders.
- Must possess and maintain a valid state issued driver's license. Must have access to a vehicle and maintain vehicle insurance coverage.
- May be required to use a personal vehicle to transport clients.

BENEFITS

- Health, Dental, and Vision Insurance
- Employee Wellness
- Receive 4 Weeks of Vacation/PTO/Sick Leave, Annually
- Receive 1 week of Paid Time Off for Christmas Break

AA/EEO STATEMENT

It is the policy of Urban Triage to provide equal employment opportunity to all persons regardless of race, color, sex, sexual orientation, gender identity, disability, age, religion, national origin, pregnancy or childbirth, ancestry, physical appearance, income level, source of income, political beliefs, marital, genetic, student or veteran status, less than honorable discharge, arrest or conviction record, or any other characteristic protected by law.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.