



POSITION DESCRIPTION

Unhoused Initiative Navigation Specialist

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

Urban Triage is looking for a superb candidate to be our Unhoused Initiative Navigation Specialist (“Navigation Specialist”). Navigation Specialists work closely with Housing staff, the Unhoused Neighbors Outreach Team, community stakeholders, and many nonprofit social service providers to help people experiencing housing insecurities access services and housing. The Navigation Specialist must have a deep sense of compassion and understanding for vulnerable populations and people experiencing housing insecurities.

This position will be responsible for building relationships and trust with people experiencing housing insecurities and providing direct assistance to help them obtain housing and services, including completing housing applications, conducting eligibility assessments for various services, and much more. This involves using motivational interviewing among other techniques with a trauma-informed and person-centered care approach. The ideal candidate will have experience working with vulnerable populations and individuals experiencing housing insecurities, assisting individuals with mental health and substance use challenges; connecting with people one-on-one at the locations where they are staying, and effective communication.

RESPONSIBILITIES

- Under the general direction of the Program Manager, identify and support individuals who are experiencing housing insecurities within Dane County.
- Establish collaborative partnerships with unhoused services providers and other City, County, and social services organizations to assist the unhoused population with short-term and long-term care goals and other support services.
- Proactively identify, interact, and engage with unhoused individuals with the goal of building rapport and trustful relationships.
- Assess program participant needs and characteristics and prioritize the allocation of resources and housing placement.
- Serve as an advocate for unhoused individuals in securing social services, identification documents, mainstream benefits, medical care, shelter resources, and housing opportunities, and provide support to program participants in securing and following through on obtaining and utilizing available services.
- Assist with plans for unhoused individuals to obtain educational, psychological, or social assessments, substance abuse treatment, peer support, work skills training, and/or relevant workshops provided by Urban Triage and other entities.
- Maintain an up-to-date inventory of the resources available within the City of Madison and Dane County to prevent and respond to housing insecurities, including resources operating within the City, as well as regional resources and strategies.
- Work closely with staff from external unhoused service providers, local businesses, faith-based organizations, and other local agencies that provide outreach, education, or consultation to assist unhoused individuals with short- and long-term care goals that will include strategies to overcome barriers to self-sufficiency and to obtain permanent housing.
- Facilitate meetings with service providers and community groups related to the coordination of services within the jurisdiction, identification of needs and priorities for new or expanded services, and other items pertinent to assisting with the management of the City's response to homelessness.
- Assist staff in identifying the needs of unhoused persons and the implementation of new and/or modified programs that would promote and enhance the mission, goals, and objectives of Urban Triage to serve people who are unhoused.
- Thoroughly document all participant contacts and outcomes in our internal databases, the region's Homeless Information and Management System (HMIS), and other systems as needed.
- Provide periodic updates to the Program Manager on the status of participants and prepare necessary reports and correspondence as required.
- Maintain confidentiality regarding clients, personnel, and other internal agency affairs.
- Attend and participate in assigned programs and external meetings and trainings.
- Prepare spreadsheets, reports, and correspondence as required.
- Perform related duties as required.

TASKS AND ROLES

- Educate program participants about available housing services and self-development programs.
- Arrange and participate in community outreach programs to educate the public about issues facing unhoused community members.
- Perform administrative tasks such as completing casework on program participants.
- Assist participants in developing an individualized plan to meet their academic, social, and independent goals.
- Assist program participants in articulating personal goals for improvement using one-on-one and group sessions. During these sessions, the Navigation Specialist will support program participants in identifying and creating goals and developing improvement plans with the skills, strengths, support, and resources to aid them in achieving those goals.
- Assist participants in working with their case manager or team in determining the steps he/she needs to take in order to achieve these goals and self-directed improvement.
- Assist program participants in setting up and sustaining self-help (mutual support) groups, as well as means of locating and joining existing groups. Utilize tools such as the Wellness Recovery Action Plan (WRAP) to assist participants in creating their own individual wellness and improvement plans.
- Independently or with periodic assistance from other team members, utilize and teach problem-solving techniques with individuals and groups; discussions will be utilized where program participants will share common problems in daily living and methods they have employed to manage and cope with these problems.
- Communicate effectively in person and over the phone, as well as through email and other written correspondence with participants from diverse backgrounds and with varying levels of education.

QUALIFICATIONS

- Commitment to the mission of Urban Triage
- Knowledge of available social services, including behavioral health, mental health, financial and housing assistance, counseling services, alcohol/drug addiction recovery, food/clothing, and other similar resources for the unhoused population.
- Knowledge of methods and techniques used in customer service, public information, program education, and conflict resolution.
- Knowledge of the principles of effective oral and written communication.
- Understanding of interviewing techniques and advocacy ethics and principles.
- Knowledge of principles and practices of data collection and report preparation.
- Knowledge of modern office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, information management systems, surveys, and databases.
- Passionate, trustworthy, and empathetic when working with program participants.
- Ability to build relationships with different types of people, including program participants, organization members, and healthcare providers.
- Good communication and interpersonal skills and ability to speak concisely to program participants and Care Team members.

- Organized with confidential program participant material and appointment tracking.
- Flexible and adaptable in response to changing participants' and healthcare providers' needs.
- Minimum high school degree or some college education.
- Valid state-issued Driver's License.
- Strong understanding of cultural competency with the target population.
- Bilingual (English/Spanish) preferred.
- Physical demands associated with office work.
- Extensive local travel.
- Some evening and weekend work is required.
- Positive individuals that can maintain solid working relationships with internal and external resources.
- Patient and able to remain composed in stressful situations.
- Flexible and able to adapt to different situations.
- Represent the Urban Triage team with professionalism.
- Require little management, direction, and/or supervision from the manager.
- Comfortable working with a Black-led organization.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential.
- Compassionate, professional, and non-judgmental.
- Minimum high school degree or some college education. Bachelor's degree or higher is preferred but not required.
- Advance level of time management.
- At least 2 years of experience managing youth.
- At least 2 years of experience working in a nonprofit.
- At least 2 years of experience working with vulnerable populations.

BENEFITS

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

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.