



Crisis House Job Description

Job title: Housing Navigator

Job location: Onsite and field-based work; Santee, CA

Department: Programs

Reports to: Director of Programs

FLSA Status: Nonexempt

Pay rate: \$32-34/hr

Summary:

The Housing Navigator will support individuals and families experiencing homelessness or housing instability by providing housing-focused case management, resource navigation, and advocacy. The Navigator will work collaboratively with clients, landlords, service providers, and community partners to help clients secure and maintain stable housing.

Supervisory Responsibilities:

None.

Essential Duties and Responsibilities

- Conduct comprehensive housing assessments to identify client needs, barriers, and strengths.
- Develop individualized housing plans with measurable goals.
- Assist clients in gathering necessary documentation for housing applications.
- Identify, engage, and build relationships with landlords willing to rent to Crisis House clients.
- Update and expand the housing database with housing prospects
- Coordinate housing search activities, including scheduling property viewings and transportation support.
- Advocate with landlords and property managers to overcome barriers related to credit, rental, or criminal history.
- Provide ongoing housing stabilization case management for clients post-placement, including budgeting assistance and tenant education, as needed.
- Maintain accurate and timely documentation in HMIS and organizational databases.



- Participate in community meetings, case conferencing, and coordinated entry processes as required.
- Ensure all services are provided in a trauma-informed, culturally competent, and client-centered manner.
- Perform other duties as assigned by your direct supervisor or other Director to support the mission, vision, and values of the organization.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as professional journals, governmental regulations, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups of clients or employees.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should know Microsoft Office (e.g. Outlook, Word, Excel, Teams), ability to learn related CRM and other fundraising software.

Education/Experience: Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:



- Bachelor's degree in social work, psychology, human services, or a related field preferred; equivalent experience considered.
- Minimum 2 years' experience working with people experiencing homelessness, housing instability, or similar vulnerable populations.

Knowledge, Skills, and Other Abilities:

Sufficient knowledge of case management best practices, trauma-informed care, and person-centered approaches to provide direct, ongoing support to case management staff.

- Advanced problem-solving, mediation, and conflict resolution skills.
- Ability to foster a harmonious, communicative, collaborative work environment.
- Ability to travel locally to client meetings, conferences, and training.
- Ability to complete 40-hour domestic violence training (upon hire).
- Advanced emotional intelligence as evidenced by actions, demeanor, and responses to stressful situations.
- Excellent communication, interpersonal, and presentation skills.
- Familiarity with housing programs, landlord engagement, and/or rapid rehousing models strongly preferred.
- Knowledge of San Diego County's housing market and resources is a plus.
- Ability to build rapport with diverse populations and maintain professional boundaries.
- Proficiency with Microsoft Office, database systems, and willingness to learn HMIS.
- Reliable transportation, valid California driver's license, and insurance required.

Physical Demands: The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods at a computer. The employee is required to walk, sit, use hands, and reach with hands and arms. The employee is required to climb, stand, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.



While performing the duties of this job, the employee is occasionally exposed to indoor and outdoor settings and works in close proximity to others. Office and field-based work; travel throughout East San Diego County to meet with clients, landlords, and partners.

Benefits: 100% paid health insurance (Dependent coverage available), Dental and vision coverage, 401k after 6 months, 13 paid holidays, 7 days of paid sick leave, 2 weeks of paid vacation, 2 wellness days.

To Apply: Send a resume and cover letter to kelcie@crisishouse.org.

This job description is not meant to be a complete listing of professional duties or responsibilities. Management reserves the right to amend any job description and/or procedure herein. Management will make every effort to notify employees of said changes within a reasonable amount of time.

Crisis House is an equal opportunity employer and makes employment decisions based on merit, qualifications, and competence. Company policy prohibits unlawful discrimination based on gender, race, color, religion, creed, national origin, ancestry, citizenship, pregnancy, age, marital status, sexual orientation, medical condition, physical or mental disability, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Crisis House will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Crisis House is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting calcivilrights.ca.gov/fair-chance-act/.