



AVAILABLE POSITION

Job Title:	Homeless Navigation Supervisor	FLSA Status:	Exempt
Reports To:	Program Manager	Classification:	Classified
Department:	Partner Solutions	Last Revision	02/28/20
Approved By:	Emily Provance, Director of Human Resources		Date 03/10/2020

PURPOSE

The Homeless Navigation Supervisor is responsible for oversight and supervision of the Homeless Navigation Specialists Position. Will oversee Housing & Urban Development (HUD) requirements in Homeless Management Information System (HMIS) and Coordinated Entry System (CES). Position will assist Program Manager in identification of issues, trends and gaps on the local, state and national level.

ESSENTIAL JOB FUNCTIONS

- Is responsible for the training, oversight and supervision of the Homeless Navigation Specialists;
- Ensures documentation of work is preserved within HMIS, CES and other record-keeping vehicles;
- Research and refer households to appropriate projects through by names meetings and individual referral.
- Works to develop and maintain collegiate and collaborative relationships with projects funded under local, state and Federal departments (HHS, VA, etc.) to ensure maximum service provision to participants; Acts as backup for the Homeless Navigation Specialists;
- Oversees the data entry of client records and cases in the HMIS and CES, meeting federal requirements for data needs, including all participants and staff documentation;
- Ensures accurate data entry by performing data quality checking and correcting to remediation procedure;
- Assists the Program Manager in the day to day operations of the Stark County HMIS and CES and associated projects. Acts as backup for the Program Manager; develop and maintain operating manuals;
- Assists shelters, housing and service providers with data entry needs including programs and services, training and troubleshooting access difficulties;
- Assists new and participating projects in development of policies and procedures, as well as providing training in daily operations.
- Provides customer service support to shelters, other area agencies, county and federal entities related to shelter and services for homeless individuals;
- Develops, implements, and maintains interactive meeting process to assist participants to gain, maintain or move-on from housing under CES and QA Workgroup directive. This includes attending all case conferencing and STARKMHAR Housing Promotion meetings for those involved in the homeless system or arrange coverage;
- Interacts with and notifies appropriate StarkMHAR staff when situations occur where their involvement is appropriate;
- Assists in promoting cultural & linguistic competence within the Stark County community;
- Must work congenially and cooperatively with coworkers and the public;
- Performs other duties as requested

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

Bachelor’s degree, or four years equivalent experience, or combination. Minimum 2 years supervisory experience required. HMIS experience preferred.

Knowledge, Skills, Abilities and Personal Characteristics

Proficient in office practices, case management procedures/customer service; excellent customer service attitude required; proficiency in Microsoft Office; Detail oriented and highly organized; Ability to leverage staff member skills to accomplish tasks fully and timely; maintain a high degree of energy and positive attitude.

Certification, Licenses, Registrations

n/a

PHYSICAL DEMANDS

Nature of work requires ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Travel by automobile is required.

WORKING CONDITIONS

Work performed in a general office environment. May require availability for additional hours during peak periods. Requires periodic participation and attendance at organization sponsored events and meetings.

This job description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Stark County Mental Health & Addiction Recovery. Since no job description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, the changing nature of the job shall also be considered part of the jobholder's responsibility.

CONDITIONS OF EMPLOYMENT

Note: The final applicant selected for this position, prior to appointment, will be required to submit to a drug test for illegal drug use. The test site shall be chosen and paid for by the Board. An applicant with a positive test result will not be offered employment.

Starting Salary: \$34,680- \$38,760*

*An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities that could qualify for a higher starting salary.

Hours: Monday – Friday 8AM to 5PM with one-hour unpaid lunch. Alternative scheduling may be available.

Application Deadline: Until Filled

Apply online at <https://starkmhar.applicantpro.com/jobs/1363425-164827.html> or www.StarkMHAR.org/about/jobs

OR MAIL RESUME TO: **Attention: Human Resource Department
Stark County Mental Health & Addiction Recovery
121 Cleveland Ave SW
Canton, Ohio 44702**

EOE/Minorities/Females/Vet/Disabled