POSITION DESCRIPTION



		Reclassifica	tion New Position		X Update Feb'19		Position Hyperlinked to Agency Organizational Tree				
		AL WORKING neless Navi			TITLE OF IMMEDIATE SUPERVISOR Homeless Navigation Specialist Supervisor						
		Permanent Femporary	☐ Classified Overtime:		: ⊠ Eligible □ Exempt		Bargaining Unit				
	_ G	ntermittent Grade 1	☐ Unclas		exempt, exemption type:	N/A					
ASS.	NORMAL WORKING HOURS/CONDITIONS (Explain unusual or rotating shift): FROM: 8:00 AM TO 5:00PM Travel by automobile may be required on occasion. Additional, irregular, or alternative hours may be required.										
10N CL 60032	POSITION DESCRIPTION AND WORKER CHARACTERISTICS										
POSITION CLASS 60032	PURPOSE: The Homeless Navigation Specialist position is responsible for day-to-day operations of the Coordinated Entry System (CES) and Homeless Management Information System (HMIS) for the Homeless Continuum of Care of Stark County (HCCSC), in accordance with Housing & Urban Development (HUD) Regulations;										
	Conducts intakes and assessments, provides referrals to housing-related and other services.										
		Essential Job	Functions			Knowledge, S Physical D					
POSITION TITLE Homeless Navigation Specialist	1.	needs, and	resources a o redirect p	and, as appropriat	ipant's housing status, e, use developed diver- nediate resources out-	tion, social work or other similar discipline, or equivalent experience required. Experience in phone or direct interviewing of individuals is required. Office practices and procedures/customer service; keyboard accuracy and speed required; excellent customer service attitude required; proficiency in Microsoft Office; Experience in dealing with homeless individuals, cultural and linguistic sensitivity, and trauma informed training preferred. Be able					
	2.	ticipants wh	ho are ente		financial data from par- ted Entry System (CES)						
	3.	families ent	tering the C	CES and enter data	nents for individuals and into HMIS, and triage assessment process;						
POSITION NUMBER 600032 600035 600039 600049	4.			-	d support service opporarticipating in the CES;						
	5.		•	rioritization list of shelter and/or otl	participants awaiting ner housing;						
	6.	•	nts for data		nd CES, meeting federal s all privacy and security						

Provides information and referral assistance to callers from PHYSICAL DEMANDS secondary and post-secondary institutions, social service agencies, law enforcement, emergency services, behavioral health Nature of work requires ability to organizations, courts, hospitals, religious entities, etc. regarding operate standard business office participants needing homeless services and/or housing. equipment. Requires ability to communicate and exchange infor-8. Maintains and monitors bed inventory and prioritization list to mation, collect, compile and prerefer households based on available openings, household needs pare work documents, set-up and and project requirements; maintain work files. Must spend majority of time concentrating on 9. Assists in projects with data entry needs including programs multiple computer monitors; Must and services, training and troubleshooting access difficulties; be able to sit or stand for extended periods of time; must be able to 10. Provides customer service support to shelters, other area wear a phone headset. Travel by agencies, county and federal entities related to shelter and serautomobile may be required occavices for homeless individuals and families and for those at risk sionally. of homelessness; 11. Assists in promoting cultural & linguistic competence within the Stark County community; 12. Works congenially and cooperatively with coworkers and the public; maintain a working knowledge of the Homeless Continuum of Care of Stark County policies and procedures; 13. Performs other duties as requested including attending training and community meetings as directed by the supervisor. 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 the Mental Health and Recovery Services Board of Stark County and Heartland Administrative Services Center. 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, duties and responsibilities that may be inherent in a job, reasonably required for its per-

List Position Numbers & Job Titles of Positions Directly Supervised:

NONE

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

X			
EMPLOYEE			

formance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.