



Revised 6/2020

POSITION DESCRIPTION

Tenant Navigator

SUMMARY:

The Tenant Navigator works to assist tenants and property owners who are managing rental payment arrears challenges which may result in eviction proceedings a result of COVID-19 economic dislocation. The navigator also works with magisterial district judges (MDJ) to help reduce the caseload of eviction filings within the MDJ system.

ACCOUNTABILITY:

The Tenant Navigator is accountable to the Operations Director or the Executive Director in his/her absence.

SPECIFIC RESPONSIBILITIES:

The Tenant Navigator will:

1. Manages referrals from MDJ system and self-referral and tenants and property owners
2. Conduct intakes with tenants in need of rental assistance due to COVID-19
3. Determine tenants' eligibility for rental assistance under currently available housing and rental assistance programs
4. Assist tenants development of rental arrears repayment plans utilizing least amount of financial assistance available
5. Engage with tenants and landlords in review of repayment schedules and document agreements for signature of all parties
6. Collect necessary paperwork to process applications for rental assistance and works with fiscal agent to ensure release of funds
7. Ensure files, notes, and documents are timely and accurately maintained
8. Review and approve applications submitted
9. When necessary, educate clients regarding tenant/landlord rights and responsibilities, the eviction processes and the housing court system
10. Refer tenants to financial counseling services and legal services as needed
11. Develop effective relations with property owners to identify opportunities for economy of scale negotiations on behalf of multiple tenants in property owners' portfolio
12. Maintain complete, timely and accurate documentation of service objectives and outcomes using HMIS/ New Org
13. Provide excellent customer service to MDJs, tenants, owners, co-workers, vendors and other stakeholders
14. Maintain working relationships with property owners, tenants, and other officials
15. Resolve conflicts effectively
16. Attend professional development training
17. Work collaboratively with Outreach Worker, Case Manager and Operations Director
18. Other duties as assigned by Manager

QUALIFICATIONS:

1. Associate degree in human services, social work, psychology, public health, or a related field.

2. Demonstrated ability to provide one-on-one case management or coaching.
3. Excellent organizational, writing, communication, and problem-solving skills.
4. Ability to manage challenging situations and crises, work independently and collaboratively.
5. Ability to work flexible hours, including evenings and weekends.
6. Employee may not have an Indicated or Founded Child Abuse Offense.

GENERAL:

The Tenant Navigator is a full-time non-exempt employee of New Bethany, Inc. and as such is covered by the applicable portions of the Personnel Policy. The position is grant funded and will last for as long as funding remains available. The position begins at \$20 per hour and includes full benefits as a full-time employee.