



Human Resources

Oakland Livingston Human Service Agency

196 Cesar E. Chavez Ave.

P.O. Box 430598

Pontiac, MI 48343-0598

Email: EMPLOYMENT@olhsa.org

(248) 209-2615 FAX

Website: www.olhsa.org

Housing Navigator

Division: Health, Housing, and Nutrition

Department: Homeless Services

Supervisor: SSVF Program Manager

FLSA Status: Non-Exempt-Union

Qualifications:

1. High School Diploma or Equivalent required. Associates Degree preferred.
2. One (1) year of relevant experience working in a Human Services related field providing customer service preferred.
3. Two (2) years of experience working with computer application and customer tracking data systems; experience with Microsoft 365 is a plus. Knowledge of FACSPRO highly preferred.
4. Bilingual in English/Spanish highly preferred.
5. Valid driver's license, current automobile insurance, and an automobile to be used for job related travel are required.

Job Mission:

Assist clients seeking housing with comprehensive screening, scheduling of appointments and the collection of required documents.

Performance Standards:

1. Prescreen and collect client information (both in-person and remotely), as defined by department standards, to accurately assess eligibility of resources and to schedule and prepare client for upcoming appointments.
2. Accurately communicate essential information and resources to clients, make internal and external referrals, and provide advocacy, as appropriate.
3. Resolve escalated client concerns on an as-needed basis; identify possible solutions to client's complex case scenarios.
4. Participate in on-site and off-site outreach events to promote OLHSA programs and services and to engage agency partners in supporting the needs of clients and community members.
5. Carry out all other duties assigned by supervisor.

Hours & Wage

40 hours per week; 52 weeks per year

\$13.50 per hour

Location

Livingston County

OLHSA IS A DRUG FREE WORKPLACE/EQUAL OPPORTUNITY EMPLOYER

Job Title: Housing Navigator

Job Requirements (in an 8 hour workday)
Number of Hours - Select full Capacity

	Hours	Comments
Sit	6	
Stand	1	
Walk	1	
Bend/Stoop	N/A	

Movements	Yes/No	Comments
Crawl	Yes	
Reach above	Yes	
Crouch	Yes	
Balancing	Yes	
Squat	Yes	
Climb	Yes	
Shoulder level	Yes	
Kneel	Yes	
Pushing	Yes	

	Pounds	Comments
Weight Carried	11-25 lbs	

	Pounds	Comments
Weight Lifted	11-25 lbs	

Date: Sep 8, 2022