

Position Description



Position Title	Resettlement Housing Navigator
Program	Resettlement Corps
Reports to	Program Coach and Site Supervisor

Position Summary

Resettlement Housing Navigators serve to make a difference for the long-term resettlement of immigrants and refugees in Minnesota. The Resettlement Housing Navigator is placed at a service site and will establish a relationship with each family on their caseload, assisting them in maintaining housing stability, learning the US housing system, and integrating into the community. This is an AmeriCorps service member position with the AmeriCorps program, Resettlement Corps.

Essential Functions

Housing Stability

- Conduct an initial meeting with each client to identify housing needs, strengths, preferences, and barriers.
- Establish a trusting relationship with clients using a person-centered approach, while maintaining appropriate boundaries.
- Support clients with stabilizing current housing or securing new housing when necessary to promote stability.
- Support clients in communicating with landlords and property managers, including requesting repairs.
- Support clients with accessing assistance programs such as rental assistance, public benefits, energy assistance, and WIC. Assist clients with applying for public housing programs.
- Refer clients to employment services and follow up with employment counselors to help clients increase household income.
- Refer clients to resettlement network services based on the household needs.
- Help clients understand the housing system, including leases (content, renewal, giving notice, etc.), paying rent, paying utilities, and the rules and processes of rental housing (mail, laundry, common spaces, trash, recycling, quiet hours, supervision of children, etc.).

Community Engagement and Integration

- Support participants with learning public transit routes in and around their home and to destinations important to the household.
- Serve as a liaison between the participant and the systems they are accessing and make internal or external referrals to community resources as necessary.

Data Management and Confidentiality

- Maintain documentation of services provided, participant activities, and progress toward goals.
- Report data in online systems in a timely and accurate manner using required data systems.
- Maintain participant confidentiality at all times.

Communication and Professional Conduct

- Create a welcoming environment for clients, and work to establish a relationship with all in caseload.

- Practice inclusive and thoughtful behavior in building rapport with clients, site stakeholders and program staff; maintain professional boundaries.
- Communicate regularly and effectively with program staff and site personnel.

Attendance

- Demonstrate regular, timely attendance and adherence to hours as scheduled.
- Commit to service for the full-service term, serving the total commitment of hours within the term.
- Participate in all required Ampect sponsored training sessions, meetings, and coaching sessions, travel as necessary.
- Represent Ampect at site-sponsored activities and provide education about Resettlement Corps and resettlement-related services. Recruit community volunteers to participate in site-based events or programming.
- Actively participate in service projects and commemorating days such as Martin Luther King, Jr. Day (as applicable). These may include evening and/or weekend hours.
- Be an ambassador of the program by submitting member stories and participating in outreach activities.

Minimum Qualifications

- Must be 18 years of age or older by two weeks prior to your start date.
- Must have at least a high school diploma or its recognized equivalent by your start date.
- Must be either a citizen, national, or lawful permanent resident of the United States.
- Must pass mandatory National Service Criminal History Checks.
- Must not have served four or more prior terms of service with AmeriCorps State or National.
- Speak, read, and write English fluently.
- Experience with professional computer skills and confidence using computers. Comfort and experience using Microsoft Office Suite (Word, Excel), completing internet searches and navigating resources online, completing data entry, using e-mail regularly including sending attachments, using databases and software, using videoconferencing software, and attending training online.
- Positions that require driving will require a valid driver's license and ability to pass a driving record check. Some positions require access to a personal vehicle for transportation.
- Strong interest in working with immigrant and refugee communities and affecting systems change at an interpersonal level.

Preferred Qualifications

- Lived experience as an immigrant, refugee, and/or asylee to the United States
- Proficiency in a language(s) other than English

Ampect will not discriminate for or against any AmeriCorps service member or applicant on the basis of race, color, creed, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, familial status, military service, or any other category protected by law.

Reasonable accommodations provided upon request. This document is available in alternative formats