



ECHO Job Description

Job Title:	Navigation Coordinator
Department:	Coordinated Entry
Reports To:	Coordinated Entry System Manager
Date Created/Revised:	4/9/2021
Starting Salary	\$45,000
Position Type	Full-Time, Exempt

Position Summary

The Ending Community Homelessness Coalition (ECHO) is seeking a full-time Navigation Coordinator to support Austin/Travis County's housing referral system through efficient and equitable connection of individuals experiencing homelessness.

Navigation Definition: Navigation for this position refers to services that connect clients referred from the Coordinated Entry system to a permanent housing placement, such as Rapid Rehousing and Permanent Supportive Housing. Typical Navigation services that could be provided by community partners include obtaining ID, obtaining social security cards, obtaining homeless verification documents, obtaining a security deposit, obtaining application fees, and providing transportation to our available units.

The coordinator will provide leadership to the homelessness response system through the coordination of navigation services provided by agencies in the community. This coordination includes provision of technical assistance to partner agencies, liaising between programs for coordination of client cases, and supporting cross-program communication and service coordination for individuals on the By Name Lists.

A successful candidate should be flexible to adapt the needs of an ever-changing system and should support the iteration and improvement of the homeless response system. Candidates should be strongly committed to working directly with programs who serve individuals and families with complex needs as well as demonstrating leadership experience in working as part of a broader collaborative system. Candidates should also have strong project management skills and comfort and confidence in supporting both existing navigation programs as well as facilitating the creation and implementation of new programs.

This position will be instrumental in helping the community streamline and create clear navigation services to increase the efficiency, speed, and effectiveness of the transition of people experiencing homelessness who have been referred to a permanent housing program. This position will be a critical leadership role in the creation and implementation of system-wide strategic plans to coordinate permanent housing services related to Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH) "pipelines."

The Navigation Coordinator will serve as a liaison for community partners and will be the main point of contact for outreach, navigation, and permanent housing programs attempting to connect individuals on the By Name Lists into permanent housing. They will have three primary goals:

- **Coordination & Leadership of Navigation Providers:** Building and sustaining rapport with community partners while providing oversight and guidance to improve service coordination and referral processes for people experiencing homeless into Permanent Housing Interventions. Providing support in coordinating handoffs from outreach and navigation staff to permanent housing program staff.
- **Targeted Navigation:** Reviewing By Name Lists to ensure that housing navigation services are provided to all clients who need navigation assistance, with a special focus paid to clients who are having the greatest trouble successfully and speedily accessing Permanent Housing Interventions without this specialized assistance.

- **System Oversight:** Assisting with maintenance of By Name Lists such as the PSH Navigation List, RRH Staffing List, and Ending Youth Homelessness List. Provide education and training on referral policies and best practices. Coordination with street outreach and/or navigation provider colleagues in navigating clients towards permanent housing placements.

About ECHO and Coordinated Entry:

ECHO serves as the Continuum of Care lead agency as well as the HMIS lead administrative agency for Austin/Travis County. One of ECHO's primary responsibilities is the ongoing development and implementation of a comprehensive, standardized, community-wide intake and assessment process called Coordinated Entry. Coordinated Entry's primary goals are to simplify the process by which clients ask for assistance, and to ensure assistance goes to those most in need whenever there is a shortage of resources.

Essential Duties & Responsibilities

Depending upon assignment, the majority of duties may include, but are not limited to:

- Providing Technical Assistance to Navigation providers
- Assist with dissemination of client-level staffing lists for referrals to navigation providers of permanent housing placements
- Communicating directly with community members, program staff, clients, and intake specialists to ensure client information and service data is consistently updated and reliable.
- Verifying client eligibility for some specialized programs that require third-party verification.
- Responding to community inquiries about systems access, client eligibility, or case status.
- Conducting regular data quality checks and revising new data and client updates from community members and programs in HMIS to ensure all case eligibility information is accurate and up-to-date
- Handling and maintaining client level information with respect for participants' dignity, privacy, time and other considerations.
- Serve as a community expert on housing programs, housing resources, & supportive services, and provide technical assistance and training on these as needed
- Collaborate closely with the Outreach Coordinator to facilitate connections between community case managers and clients needing outreach assistance
- Creative initiative to improve systems impacting outreach processes
- Prioritize client or community requests and needs in line with ECHO's core mission
- Make decisions and prioritize responsibilities with minimal oversight
- Provide input on how to improve the collaboration of community outreach programs
- Adept at building rapport with both clients and community service providers
- Ability to transport clients and accompany clients to appointments, if needed
- Have a working in-depth knowledge of Austin Travis County area homeless and/or homeless prevention supportive service program eligibility and service criteria.
- Frequently interact with people with diverse racial, cultural, and economic backgrounds, gender identity, and sexual identity and treat all community members with dignity and respect. Able to handle client crisis.
- Enter all data into Service Point HMIS in a timely manner and abide by all ECHO Data Standards
- Problem solve with agency staff how best to provide direct outreach while collaborating with existing teams
- Other duties as assigned.

Qualifications

EDUCATION & EXPERIENCE

- At least two years working directly with people in crisis, homelessness and/or very low-income people.
- Bi-lingual (English and Spanish) preferred.
- Must possess a valid driver's license and reliable transportation.

Competencies & Skills

We are seeking candidates who are motivated, independent, flexible, resourceful, open-minded, client-focused, and passionate, with the ability to identify and act upon client need at both the individual and community-wide level.

Skills and Competencies

- Computer literacy – HMIS Service Point experience preferred; Outlook, Excel, Word, PowerPoint, Google Docs
- Evidence of ongoing training and education in related areas such as mental illness, substance abuse, racial and social justice, and/or homelessness
- Comfort in skilled facilitation of stakeholder groups and project task groups that may bring together a wide variety of agencies and community members; skilled applicants should be comfortable with:
 - Valuing people and their ideas
 - Good communication
 - Thinking quickly and logically
 - Being both product and process oriented
- Evidence of ongoing training and sound working knowledge of practical clinical skills such as:
 - Motivational Interviewing and Stages of Change
 - Harm Reduction
 - Housing First
 - Trauma Informed Care
 - Crisis De-escalation Skills
- Superior organizational skills and attention to detail
- Excellent interpersonal and communication skills
- Comfortable with public speaking and “cold calls”
- Ability to prioritize multiple tasks and meet frequent deadlines
- Experience engaging with a diverse population and ability to respond appropriately to crisis situations
- Possess an interest in social justice and have experience doing advocacy work for underserved populations
- Ability to maintain professional boundaries and engagement skills with a challenging population and in non-traditional work conditions
- Experience with providing outreach and successful engagement to a diverse population, includes working with clients, developing trust and building rapport in non-traditional settings and unstructured environments

Position Work Conditions, include but are not limited to:

- Frequent travel by foot, car or other means appropriate to making contact with population
- Overtime when necessary to meet project deadlines
- Must be able to adjust to the environment of the target population including making visits to homeless encampments shelters and personal living environments when needed
- Able to participate in training sessions, presentations, and meetings
- Travel for the purpose of meeting with clients, training and collaborating with stakeholders, or off-site personnel/management
- Normal work hours and days assigned based on a 40 hour workweek. Some nights and weekend meetings might be required to meet the need of partner agency schedules. Position is salaried.

Supervisory Responsibility

The position is not currently a supervisory position. However, this role will oversee the work of community partners, students, interns, and volunteers to carry out ECHO's mission.

Position Type and Expected Hours of Work

This is an exempt full-time position working 40 hours a week; typical office hours are Monday through Friday; however, evening and weekend work may be required as the news cycle and job duties demand.

Travel

Position requirements may be both office and community based and may require use of personal vehicle or public transportation. Typical workdays will be office and community based. Some travel is expected for this position both locally and to national conferences.

ECHO Core Mission Values

Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age. Women, minorities, veterans, and people with lived experience of homelessness are encouraged to apply.

To Apply

Interested candidates please submit a resume and cover letter to Preston Petty, Coordinated Entry Program Director, at prestonpetty@austinecho.org. Position will remain open until filled.