

HOPE Atlanta
Job Description

Title: Supportive Services for Veteran Families (SSVF) Housing Navigator

I. Job Purpose/Description:

Locate and secure rental properties in Athens/Clark, Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Floyd, Forsyth, Fulton, Gwinnett, Hall, Henry, Jackson, Newton, Oconee, Paulding, Rockdale, Spaulding and Walton Counties and the City of Atlanta for homeless veterans with regards to affordable, safe and sanitary housing. The SSVF Housing Navigator will network with owners and managers of housing units, collaborate with the VA/HUD VASH program as well as maintain a list of landlords that can be readily available to assist the veterans with HUD VASH vouchers.

II. Reports To: Director of Veteran Services

III. Job Responsibilities: SSVF

- Assists eligible veterans in locating and renting suitable housing, computing and preparing financing arrangements and monitoring owner/tenant compliance with standards.
- Negotiate with landlords/real estate agents to obtain vacant apartments.
- Meet with a combination of SSVF and HUD VASH staff to discuss housing opportunity and resident selection.
- Introduce consumers to available apartments for selection.
- Document the housing selection progress for all units identified.
- Maintain required veteran and administrative record and statistical data as required.
- Assist in assuring that all housing quality standards are met.
- Develop and maintain (update) a database of available housing stock for veterans with a HUD VASH voucher.
- Make appropriate referrals for assistance when veteran's needs cannot be met.
- Develop relationships with area landlords and real estate agents to assist in future expansion.
- Report fiscal information on required vouchers and give copies to SSVF Case Managers for fiscal tracking in case.
- Conduct Move-In Apartment Inspections based on Habitability Standards (as needed)
- Determine Rent Reasonableness for all properties
- Provide all lessees with building Management information/contact numbers and appropriate local utility information.
- Responsible for collecting all necessary documentation for veteran files.
- Documentation of all client related work by timely entry of case and service notes
- Respond to issues raised by landlords and tenants.
- Performs related work as directed by senior staff.
- Maintain a Caseload up to 25

HUD VASH Responsibilities

- Acting as a liaison between all parties, including but not limited to the VA, PHA, landlord, and Veteran, to address housing needs.
- Educating the community on HUD-VASH.
- HUD-VASH, SSVF grantees and local PHAs staff will develop and organize housing fairs, as appropriate to increase landlords' awareness and interest in HUD-VASH.
- Conducting a walk-through of apartments (if applicable)

- Serving as the point of contact and/or liaison for the PHA to ensure that housing packets are complete, processed, and vouchers are processed and issued in a timely manner.
- Working with team members to obtain needed funds for security and utility deposits and furnishings needed for the unit. This may include working closely with SSVF grantees, Veteran Service Organizations, and other community partners.
- Attend Briefings at the PHA.
- Provide rideshares to various properties (if needed on a case-by-case basis)
- Communicate with the properties about scheduled inspection dates
- Accompany the veteran to sign lease as needed
- Assist veteran in understanding safety within the community (i.e. ensuring windows are lock, door locks are working properly, fire hazards/working fire extinguisher/smoke detectors, strange people etc.
- Educating the veteran in understanding how to keep his/her home clean and in order i.e. garbage taken to the dumpster regularly, washing clothes; kitchen and bathroom clean, eliminate clutter; identify pestilence and request extermination assistance by ensuring that the veterans attend the housing readiness group.
- Assist veteran with identifying available transportation (Marta bus #; Marta Para-transit etc.)
- Identifying if veteran can manage living alone and report concerns
- Informing veteran of any good and/or negative news about their community and tips on handling issues (awareness)
- Maintaining regular contact with landlords to ensure that concerns are addressed immediately with case management including any potential or actual lease requirements.
- Communicate with team members and attend regular and mandatory team meeting and trainings.
- Accurate and timely recording of workload (Client track Notes) for Veteran contacts in accordance with local policy and procedure.

IV. Qualifications/Requirements

- Bachelor's degree preferred
- Two or more years of experience in the field of property management or previous experience as a housing specialist
- Knowledgeable of rental housing and low-income HUD housing regulations
- Must have a vehicle in good condition
- Valid GA Driver's License with a good driving record.
- Excellent communication and networking skills
- Knowledge of veterans' homeless issues, mental illness, addiction, and PTSD.