



41 North Third Street, Easton, Pennsylvania 18042-3694

610-258-6271 • www.thirdstreetalliance.org

JOB DESCRIPTION

Position Title: Tenant Navigator

Reporting To: Director of Homeless Services

Employee Classification: Exempt

POSITION SUMMARY:

Serve as the primary resource for community members requesting rental and utility assistance within the suburban and rural areas of Northampton county. Be the liaison between landlords, utility companies and the client. Develop a strong working relationship with clients, provide effective guidance, prepare written reports, and maintain client documentation in a fast-paced environment. The Tenant Navigator is an integral member of Third Street Alliance's Homeless Service team and works collaboratively with all aspects of TSA programs, representatives from LVRHAB partner agencies, Housing Authorities, County agencies, local Continuum of Care (CoC), and representatives of other non-profit agencies and the faith community. All TSA employees are expected to demonstrate the organizational values and sensitivity to the diversity of the organization's client base.

DUTIES & RESPONSIBILITIES:

- Review referrals for emergency rental and/or utility assistance and determine clients' eligibility.
- Assist clients with online application/paperwork, including securing required documentation.
- Work with landlords to obtain required landlord documentation and provide mediation/advocacy to ensure that client can remain in the home, once rental assistance is provided.
- Perform case management duties, which include budget assessment, maintaining client files, required documentation, and data entry into the HMIS (Homeless Management Information Systems).
- Prepare request for payment forms and maintain rental assistance spreadsheet along with maintaining payment records in clients' files.
- Provide one-on-one support to meet the needs of clients during their hardship.
- Point of contact with Northampton County's Department of Community and Economic Development (DCED) and Human Services (DHS) and Third Street Alliance.
- Demonstrate knowledge of and comply with agency policies and procedures, as well as state and federal regulations related to specific funding sources.
- Perform all other duties assigned by the supervisor.

Knowledge, Skills and Experience Required

- Bachelor's degree in public or business administration or
A minimum of 3 years of experience housing/homeless services case management. . Experience within the working community a plus.
- Bilingual in Spanish/English preferred.
- Experience working with diverse populations.
- Proficiency in HMIS and Microsoft Office Suite.

Must demonstrate the following:

- Strong interpersonal and communication skills
- Ability to take direction
- Ability to function independently and as a team leader
- Flexible and adaptable to changing to business needs
- Personal integrity and confidentiality
- Ability to make independent decisions when circumstances warrant such action
- Exceptional problem-solving skills
- Highly organized, detail-oriented, strong time management skills and able to work in a fast-paced environment
- Ability to work in a multi-temperature environment
- Ability to provide creative solutions
- Knowledge in entering and retrieving data using computer systems, system applications and other office equipment

Special Requirements:

- Criminal history background check
- FBI fingerprinting
- Clean DMV record; valid US driver's license
- Health Screening and TB test

Compensation: \$31,000 - \$33,000. Employer sponsored health care insurance, 75% reduced tuition for children enrolled in our Early Learning Classrooms, Paid time off. \$500 signing bonus after 90 day introductory period.

To apply: Forward resume and cover letter to: CMillsap@ThirdStreetAlliance.org

Comments: *This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*