



## **Metanoia Project Homeless Outreach Navigator**

### **Reports to:**

Operations Manager and Executive Director

### **Position summary:**

The Metanoia Project is currently looking for Homeless Outreach Navigator to work directly with the homeless population by providing services in our seasonal, temporary housing environment. The primary goal is to identify unsheltered homeless neighbors through direct street outreach activities and through community referrals from mental health, hospitals, local law enforcement and municipalities and other social service agencies. The navigator will also assist guests in obtaining housing readiness documentation and accompany them through goals they set through our program. The Homeless Outreach Navigator implements the goals and objectives in the client's Individualized Service Plan (ISP) to seek housing and meet the individual's identified goals, including but not limited to: decrease in distress caused by mental health symptoms and substance use issues, improvement in physical health, increased income, improved interpersonal relationships, and increased self-sufficiency and self-determination.

### **ESSENTIAL JOB FUNCTIONS**

- Facilitates engagement and individual/group services for clients living in seasonal overnight hospitality centers. .
- Establishes and maintains a collaborative relationship with program participants to ensure access to care by providing a safe, non-threatening and supportive environment and utilizing creative and effective engagement techniques.
- Develops and implements client centered ISP's that are reflective of that individual's goals for service participation and the needs identified on the diagnostic assessment.
- Ensures services are medically necessary and the frequency and duration of services reflects individual needs, abilities, and preferences.
- Assists clients in gaining access to benefits, health care, employment, education/training, social/recreational opportunities, behavioral health treatment, etc.
- Provides or coordinates crisis intervention services as necessary and appropriate.
- Is knowledgeable regarding chronic health related conditions including diabetes, cardiovascular disease, obesity, smoking and stress.
- Approaches colleagues and partners in a professional manner. Works cooperatively with Operations Manager and Executive Director as well as other members of staff, board, and other stakeholders.
- Is compliant with agency policies and procedures, industry standards, and documentation/record keeping expectations; complies with all funding, regulatory, and accreditation rules and requirements by maintaining and reporting accurate and timely documentation and statistical data.
- Work collaboratively with Partnering programs to conduct outreach in the community, focusing on those who are most vulnerable. Outreach will occur in identified "hot spot" neighborhoods at times when individuals are most likely to be found (including early morning and evenings).
- Assist guests with accessing resources and making referrals; continue to engage and meet their goals.
- Provide advocacy for homeless neighbors when they encounter barriers.
- Assist in identifying appropriate housing and completing housing applications.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Establish and maintain positive, productive working relationships with mental health programs, shelter programs, police (and other local officials), and providers of services and resources to homeless neighbors.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Other tasks as assigned.



## **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Adheres to the ethical, confidentiality, and professional-standards requirements of federal and state law, the policies of this organization, and the policies of licensing and credentialing boards.
- Speaks and acts in a manner that is sensitive and responsive to a person's ethnic, cultural, and developmental background, to any disabling conditions, and to conditions that may affect the person's ability to form accurate perceptions, process information, understand directions, and communicate important information.
- Consistently interacts with members of this and other organizations in a respectful, professional manner; productively contributes to the functioning of an interdisciplinary team.

## **REQUIRED QUALIFICATIONS**

- 2 years of equivalent social services experience or Bachelor degree in social, behavioral or human services or related fields a plus.
- Exhibits dedication to the mission and vision of The Metanoia Project.
- Valid driver's license and reliable transportation.
- Works effectively with people of varying racial, ethnic, cultural, educational and socio-economic backgrounds.
- Knowledge of agency policies, procedures, goals and objectives with a willingness to respect, understand and promote the mission, values and goals of the agency.
- Basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- Listens with sensitivity to other people's feelings, needs, and point of view; demonstrates tact and courtesy in expressing opinions or ideas, and recognizing opportunities to enhance community relations.
- Knowledge of state and local rules, regulations and laws pertaining to the provision of agency services and to The Metanoia Project
- Knowledge of a range of disabling conditions and of community resources for services to individuals with disabilities and specific knowledge of working with people with HIV/AIDS, Mental Illness and Substance Abuse Disorders.
- Maintains a non-judgmental attitude and a display of unconditional positive regard, is caring and compassionate.
- Displays appropriate, professional, healthy boundaries and exercises mature judgment and understanding of safety concerns.
- Completes tasks in a timely and efficient manner, utilizing good organizational skills. Has the ability to manage multiple cases efficiently and effectively.
- Adapts well to changing priorities and challenging individuals.
- Effectively works within a team and successfully motivates others.
- Desires to grow in knowledge of homeless services and resources.
- Ability to effectively and professionally interact with professionals of many disciplines and with professionals and clients of diverse values, strengths and backgrounds, define problems, collect data, establish facts and draw valid conclusions
- Ability to prepare meaningful, concise and accurate documentation
- Ability to work with and handle sensitive and confidential inquiries.
- Creative and flexible problem-solving skills.
- Able to work flexible hours.

## **PHYSICAL DEMANDS**



- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift; climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms in personal writing; make and receive telephone calls; use copier. Employees will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors. In addition to working in a typical office environment, the navigator will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.

#### WORKING CONDITIONS

- Hours of work may exceed normal business hours; ability to work non-traditional work hours including weekends and holidays. Availability for on-call emergency service during non-scheduled hours is a must.
- Seasonal, part-time only offered November-April

**To apply, please send your cover letter and resume to [jobs@projectmetanoia.org](mailto:jobs@projectmetanoia.org)  
Learn more about us at <https://metanoiaproject.org>**

The Metanoia Project is committed to non-discrimination and equal opportunity in employment.

