



## **Rural Assessor/Navigator Position Description**

**Job Title:** Rural Assessor/Navigator

**Position Description:** The Rural Assessor/Navigator will advocate for, assess, certify, and serve homeless households in the Central MN Continuum of Care's rural counties through the Call to Connect, the Central Priority List and service provider referrals.

### **Major Areas of Responsibility**

- Oversees, monitors, and tracks the Northern region Call to Connect system
- Answers and assesses the needs of each Call to Connect caller using the Housing Crisis Screening Tool and the Common Assessment Tool
- Prompt follow up with callers that leave a message or utilize the Call to Connect after business hours
- Develop and manage a comprehensive outreach process to promote the Call to Connect system and the benefits of the system to service providers and homeless households in the Northern region
- Outreach and engagement to households that are on the Central Priority List, by offering certifications and additional support as needed
- Provides case management to support, encourage, and advocate for clients as needed
- Gather needed documents to assist households in completing applications, such as housing, disability, and/or extra support services
- Works with community resources and keeps current on available resources in the Northern region
- Actively identify, engage, recruit, and maintain relationships with private sector landlords including property managers and property owners to increase housing options for individuals and families experiencing homelessness and participating in permanent and rapid re-housing subsidy programs
- Complete documentation regarding all contacts and information for each phone contact by inputting accurate date and notes into HMIS
- Enter assessment information and case notes into HMIS promptly and accurately
- Certify Federal homelessness by conducting housing histories and completing the required verification forms
- Provide appropriate referrals to housing and/or additional services as needed
- Performs other duties as assigned

**Job Requirements**

- Understanding of local and Federal housing policies, regulations, homeless definitions, and programs
- Understanding of the Central MN Continuum of Care's rural counties, including, but not limited to housing options, gaps in services and available resources
- Understanding of the Central Continuum of Care and the Coordinated Entry System
- Must have strong verbal and written communication skills for effective interaction with clients, colleagues, and community partners
- Must have the ability to assess complex and traumatic situations and provide appropriate housing solutions and resources
- Must be sensitive to diverse cultural backgrounds, including knowledge of the specific needs of different populations in rural areas
- Ability to understand and empathize with the challenges faced by individuals experiencing housing instability or homelessness
- Excellent organizational skills and attention to detail
- Excellent ability to multitask and quickly change tasks as needed
- General knowledge of Microsoft Office 365 (focus on Excel spreadsheets) and Adobe
- Must be able to work full-time, flexible schedule
- Must be able to sit for extended periods, some bending, reaching & lifting to 30 lbs.
- Valid driver's license and access to reliable transportation
- Position will require travel approximately 20% of the time, within a 3-hour radius of St. Cloud
- Must be able to work onsite (not a remote position)

**Preferred Experience**

- Experience in housing assistance, social services, case management, or direct service
- Familiarity with the unique challenges of addressing rural homelessness