



## **Heading Home**

**Job Title:** Albuquerque StreetConnect Navigator

**Program:** Albuquerque StreetConnect

**Reports To:** Albuquerque StreetConnect Director

**Hours:** 9:00-5:00

Exempt  Non-Exemp

### **Position Summary:**

Under direct supervision, work closely with community providers community health and behavioral health providers, and numerous other social services agencies to provide Intensive navigation and care coordination for persons who are experiencing homelessness with behavioral health disorders, persons with co-occurring disorders, and persons who are high utilizers of the emergency systems.

### **Essential Duties & Responsibilities:**

Duties of the Albuquerque StreetConnect Navigator include the following. Other duties may be assigned.

- Provide intensive navigation and service coordination, focused on housing stability.
- Help connect vulnerable individuals to a variety of service pathways, including hospitals, mental health treatment facilities, emergency shelters, motels, and crisis services.
- Track clients' progress through various service pathways and monitor client outcomes.
- Utilize evidenced-based best practices, including motivational interviewing, trauma informed care, and harm reduction when engaging individuals in their recovery.
- Utilize valid triage and service prioritization tools and establish reliable pathways while providing expedited access to housing.
- Ensure the confidentiality of every client served by the ABQSC outreach program and Heading Home.
- Act as a liaison to hospitals, substance use programs, courts, and jail.
- Meet individually with clients to assist with transition to services based on clients' needs.
- Transition individuals into permanent supportive housing or proper placement based on the clients' needs.

- Coordinate necessary and related data collection, reporting, and report progress to ABQSC Housing Director.
- Maintain accurate and up-to-date records of client charts.
- Attend weekly staff meetings with the ABQSC team to staff cases and strategize interventions.
- Provide ongoing support to ABQSC clients who have transitioned into housing.
- Maintain contact with service providers and ensure effective coordination of services.
- Participate in weekly supervision to review cases and issues related to level of service.
- Present and foster a trusting, professional, and nonjudgmental relationship with all clients served by Heading Home.
- Follow Heading Home policies and procedures in working with the population served.

**The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes, and organizational policies.
- Maintain client, resident, guest, and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand, and comply with all guidelines of the Heading Home Employee Handbook.

**Education and/or Experience:**

Bachelor's Degree in Social Work, Social Services, or related field. In the absence of a pertinent degree, at least 3 years of experience directly related to the duties and responsibilities specified. Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

Preferred Qualifications: Prior experience working with populations affected by addiction, behavioral health disorders, homelessness, discrimination. Prior practice with motivational interviewing skills helpful.

Knowledge of community agencies and resources.

Ability to plan, implement and evaluate individual client plans of action.

Knowledge of barriers associated with addiction, behavioral health disorders, as well as socio-economic barriers that may be encountered by client. Ability to set professional boundaries and stick to them.

Strong organizational skills and ability to establish priorities.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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**Skills:**

- Knowledge of QuickBooks, Microsoft Word, Excel, Power Point and Outlook.
- Knowledge of Human Resources principles.
- Ability to communicate effectively both orally and in writing.
- Ability to meet deadlines.
- Proven record of leadership.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.

**Other Requirements**

- Valid New Mexico driver's license and reliable transportation.
- Must be willing to participate in workshops and training sessions.
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_