



Position Title: Peer Navigator for Genesis Homeless Services

Reports to: Genesis Homeless Services Program Director

Direct Reports: None

Position Summary: The peer navigator is a collaborative supporter and a member of the Genesis Homeless Services Team with the objective to support the mission of Catholic Charities of West Tennessee and the clients served by supporting the case management of all homeless clients who are referred to the Peer Navigator.

The peer navigator assists homeless clients to meet goals related to:

1. Housing
2. Substance use
3. Financial
4. Mental health
5. Medical
6. Legal
7. Vocational
8. Transportation
9. Household needs while assisting to develop strategies for the clients to achieve their goals.

The peer navigator assists homeless clients with self-sufficiency and financial independence through the following comprehensive services:

1. Assisting with individualized assessment;
2. Assisting to develop a housing stability plan and implementation;
3. Supplemental life skills;
4. Job training and employment referrals;
5. Community referrals;
6. Permanent housing search.

This position requires a clear communicator (both verbal and written), organized with effective time management skills, demonstrating a willingness to learn and adapt, with the highest standards of behavior, collaborative manner and work ethic.

The schedule for this position requires daytime hours, Monday through Friday. This position reports to the Lead Case Manager for case management services and the Program Director for other duties.

Duties/Responsibilities may include, but are not limited to the following list:

- Maintains a caseload of 15-20 clients, working in conjunction with the respective case managers to help the clients meet their goals by performing peer navigator duties.
- Travels to community agencies, meeting the clients on site and assisting the clients in navigating outside resources.
- Develops and maintains comprehensive protocols for identifying and promoting self-sufficiency in participants, working with the Genesis Homeless Services clients to obtain new skills and to resolve problems in collaboration with a case manager.
- Promotes self-sufficiency with all clients; explains the nature of the available programs, procedures and services. Explains the benefits, advantages and encourages the clients to participate in case management.

- Works directly with the clients in identifying barriers to self-sufficiency and developing goals and objectives for overcoming these barriers through developing a housing stability plan. Identifies strengths and needs and makes referrals to available community resources to meet those needs. Client files will track individual needs, assessments and strategies.
- Assists with developing a housing stability plan with each client who is referred by the case management staff, and provide clarity to the clients related to meeting the housing stability goals.
- Tracks and enters relevant data (primarily progress notes and updates) on a timely basis and maintains complete and organized files.
- Coordinates with Genesis Homeless Services staff and any other service provider working to meet the needs of homeless clients, mediating and facilitating communication between clients and these resources
- Links to community resources for integration purposes, socialization, recreation, education, occupation and vocational needs of clients served.
- Remains familiar with current HEARTH regulations as they relate to needs of the client base.
- Provides crisis intervention with supervisor when needed.
- Responds to inquiries, phone calls, and e-mail in a timely and responsive manner.
- Attends provider meetings in the community specific to homeless individuals and community resources as well as monthly management team meetings.
- Supervises the volunteer hours expended in the Genesis Homeless Services Department.
- Other duties as assigned.

Qualifications, Experience and Abilities

- High School Degree or GED
- A legal resident of the United States
- Ability to establish and maintain professional boundaries in working with clients.
- Knowledge of community resources.
- Ability to manage multiple projects with demanding and competing deadlines, superior organizational skills and the ability to maintain a quality work place in a diverse, fast paced, stressful and changing environment.
- Ability to work independently as necessary.
- Demonstrates professional development by participating in and seeking training opportunities.
- Demonstrates a positive attitude, self-motivation, organization, and resourcefulness while maintaining a reputation through proven action of being team and client oriented and willing to assist where/when needed.
- Ability to negotiate different personalities and work under competing priorities.
- Ability to assess emergency situations and respond effectively.
- Excellent written and verbal skills in the English language
- Must be prompt and dependable.
- The successful candidate must be able to pass a background check as per CDOM requirements.
- Own and drive an automobile with current liability insurance
- Microsoft Office experience preferred
- Must obtain HMIS and SOAR certification

To Apply

- Position Level: Professional – Hourly, Full-Time; paid vacation, holidays and personal time.
- Closing Date 6/19/17
- For consideration, please fax or email a cover letter and resume to:
Mary Jordan mary.jordan@acc.cdom.org ; Fax: (901) 722-4791