

**Good News Rescue Mission**  
**Job Description**



**Position Title:** Community Supports Navigator  
**Department:** Coordinated Community Care  
**Reports To:** ECM Manager  
**FLSA Status:** Hourly, Non-Exempt  
**Status:** Full-Time (40 hours/week)  
**Compensation:** \$22.00 – \$24.00 per hour (DOE)

**Job Description**

The Community Supports Navigator supports individuals experiencing homelessness or housing instability in securing and maintaining stable housing while also providing Short-Term Post-Hospitalization (STPH) support. This role combines housing navigation, client engagement, and care coordination to ensure members successfully transition from crisis or institutional settings into stable, long-term environments.

The Navigator works closely with Enhanced Care Management (ECM), community providers, and internal program staff to identify eligible clients, complete intakes and referrals, provide daily support, and ensure continuity of care. This position requires strong documentation, consistent follow-up, and a client-centered, trauma-informed approach.

**Key Responsibilities**

1. Client Engagement & Navigation
  - a. Build rapport with clients using trauma-informed, culturally responsive approaches
  - b. Conduct housing and program eligibility screenings, including STPH identification
  - c. Complete initial assessments and maintain consistent client contact
  - d. Support clients in transitioning from homelessness, shelter, or institutional settings into stable housing
2. Housing Support & Placement
  - a. Identify appropriate housing opportunities, including long-term, stable, and permanent housing options
  - b. Conduct active housing searches and outreach to landlords, property management companies, and housing providers
  - c. Build and maintain relationships with landlords and community housing partners to expand housing opportunities
  - d. Assist clients with obtaining identification, income verification, and required documentation



- e. Support completion of housing applications, including HUD, Section 8, and other housing programs
  - f. Identify barriers to housing and develop practical, solution-focused plans
  - g. Coordinate and attend housing appointments, tours, and lease signings when appropriate
  - h. Advocate on behalf of clients with landlords and property managers to support placement and retention
3. Short-Term Post-Hospitalization (STPH) Services
- a. Identify, screen, and refer eligible clients for STPH services
  - b. Complete all intake paperwork, authorizations, and enrollment documentation
  - c. Conduct daily check-ins with clients and maintain communication with housing sites
  - d. Perform and document drug testing in accordance with program policies
  - e. Provide client education on program expectations, recovery, and independent living skills
  - f. Monitor client progress and address barriers to stabilization
  - g. Complete discharges, including documentation and transition planning
4. Care Coordination & ECM Integration
- a. Connect clients to Enhanced Care Management (ECM) services and support enrollment
  - b. Collaborate with ECM staff, medical providers, behavioral health, and community partners
  - c. Ensure continuity of care across housing, medical, and social service systems
  - d. Participate in case conferencing and team meetings
5. Documentation & Compliance
- a. Maintain accurate, timely, and complete client records across all required systems
  - b. Complete weekly progress notes for STPH clients and ongoing housing updates
  - c. Track outcomes including housing placements, referrals, and barriers addressed
  - d. Ensure documentation meets program, billing, and regulatory standards
6. Education & Empowerment
- a. Educate clients on tenant rights, responsibilities, and lease expectations
  - b. Provide basic budgeting support and financial literacy guidance
  - c. Prepare clients for independent living and landlord engagement
7. Additional Duties



- a. Perform other related duties as assigned to support program operations

### **Performance Expectations**

- Timely completion of all documentation, intakes, and referrals
- Consistent daily client engagement and follow-up
- Active housing search efforts and landlord engagement
- Accurate tracking of housing and STPH outcomes
- Strong collaboration with internal teams and external partners
- Professional, ethical, and client-centered conduct

### **Required Qualifications**

- High School Diploma or GED (Associate Degree preferred)
- Minimum 1 year experience in housing navigation, case management, or related field
- Knowledge of homelessness systems, housing resources, and community services
- Strong organizational and documentation skills
- Ability to work with high-need and vulnerable populations
- Valid California Driver's License and reliable transportation

### **Work Environment**

This position requires extensive field-based work and outreach activities. Employees should expect to work outdoors in a variety of weather and environmental conditions, including rural, urban, and encampment settings.

The role regularly involves direct engagement with individuals experiencing serious mental health conditions, substance use disorders, and housing instability. Employees may interact with individuals who are unpredictable or under the influence of narcotics, controlled substances, or alcohol.

Work conditions may include exposure to high-stress, emotionally charged, and potentially unsafe situations, including witnessing overdose or behavioral health crises. Strong situational awareness, de-escalation skills, adherence to safety protocols, and maintenance of professional boundaries are essential.

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This role also requires frequent collaboration with community partners, housing providers, healthcare systems, and emergency response personnel. Employees are expected to represent Good News Rescue Mission in a professional manner at all times while maintaining flexibility, clear communication, and high documentation standards.

### **Physical Demands**

This position requires regular field-based work and outreach activities, including travel between sites and engagement in outdoor environments. Employees should expect prolonged periods of walking, standing, and navigating uneven terrain in rural, urban, and encampment settings.

The role requires the ability to safely engage with individuals in a variety of physical and behavioral conditions, including those experiencing mental health or substance use challenges. Employees must be able to respond appropriately in high-stress situations and utilize de-escalation techniques when necessary.

### **Additional physical requirements include:**

- Ability to sit, stand, walk, bend, and reach for extended periods
- Ability to lift and/or move up to 50 pounds occasionally
- Ability to operate a computer and complete documentation tasks regularly
- Ability to travel frequently between locations and attend community-based appointments

### **Pre-Employment Requirements**

- Drug screening
- Clean DMV record
- Must be insurable under agency policy