



JOB DESCRIPTION: School Homeless Service Navigator

Job Title:	School Homeless Service Navigator	
Department:	Fiscal	
Reporting to:	Community Resource Manager	
Department Head:	Chief Financial Officer	
Level: <u>Individual</u>	Type of position: <u>Full Time</u>	FLSA Status: <u>Non-exempt</u>
Position Summary		
<ul style="list-style-type: none"> ▪ The School Homeless Navigator (Navigator) will work with the School District Homeless Liaisons to identify students in need of medical, housing, and social service interventions. The Navigator will register the homeless students into the NJ Integrate Care for Kids' (InCK) medical program and other state, county, and local social service/housing interventions. The Navigator will work closely with the NJ Integrated Care Student Intervention Team in identifying students, and interacting with all support agencies of the state, county, and private entities in developing service plans and tracking outcome data. Data collection should include student demographics, number of students registered for services by provider, and outcomes. 		
Key Responsibilities		
<ul style="list-style-type: none"> ▪ Maintain a log of student intervention and outcomes ▪ Register students into the Integrated Care for Kids (InCK) program and refer them to state, county, and private social service agencies in consultation with School district homeless liaisons and the InCK Intervention Team ▪ Maintain a directory of social service agencies and contacts, and coordinate with agencies for homeless student service intervention ▪ Collaborate with agencies and groups that serve the medical and social needs of homeless students ▪ Provide aid to homeless school district liaisons/parent concerning responsibilities for registration in programs, overseeing completion of registration for homeless student support and housing services. ▪ Facilitate/coordinate program introduction and service provisioning with agencies ▪ Advocate for homeless students and parents in their engagement in medical, social services and housing services ▪ Coordinate all aspects of the Navigator responsibility in the NJ Region III of the McKinney Vento service area ▪ Compile documentation for outcome data reporting and monitoring of program registration ▪ Provide an intervention format and structure for agency family engagement ▪ Respond to emails and phone calls from agencies, service providers, and parents ▪ Respond to common inquiries or complaints from parents, students, agencies, and providers, and effectively present information to coordinate services ▪ Assist in housing search with agencies by providing a directory of locations of housing stock 		

<ul style="list-style-type: none"> ▪ Assist families/homeless liaisons in the knowledge of acquiring permanent housing ▪ Provide school districts with information concerning Harbor House and Covenant House for adolescent homeless students ▪ Provide technical assistance in completing applications for housing and social service intervention 	
Knowledge	
<ul style="list-style-type: none"> ▪ Knowledge of public education and McKinney-Vento homeless system ▪ Knowledge of medical/Medicaid systems and behavioral health programs ▪ Knowledge of methods of data collection ▪ Wraparound philosophy, principles, and process ▪ New Jersey System of Care – processes and partners ▪ Knowledge of community resources ▪ Knowledge of educational system, including special education ▪ Knowledge of child welfare system, Juvenile justice system, and child protection services 	
Skills	
<ul style="list-style-type: none"> ▪ Ability to maintain and establish strong cooperative working relationships ▪ Ability to coordinate interagency activities with schools and providers ▪ Ability to collect data and provide service/student outcome studies ▪ Ability to complete and prepare reports and correspondence ▪ Use of Agency technology tools - CYBER, MS Office365, Outlook, Mercer Resource Net, Power BI, Digital Data Recording System (DDRS), and other collaborative tools ▪ Motivational techniques ▪ Ability to effect change through influence ▪ Conflict management ▪ Time management ▪ Crisis management ▪ Communications (oral and written) ▪ Advocacy ▪ Organization and prioritization skills ▪ Active listening ▪ Problem solving ▪ Responsible driving 	
Competencies	
Strategic Thinking	Understand our business in the overall “market place” and the organization’s strategic choices; think in future-oriented terms; create long-term and short-term plans to execute the strategies and prepare for the unexpected.
Talent Development	Recruit, develop, and retain the right talent for the right job at the right time; develop leaders through effective coaching; build trust among team members; cultivate purpose and meaning to improve employee engagement and sustain intrinsic motivation.
Engagement	Establish common agenda with stakeholders based on shared concerns; motivate and mobilize others to build momentum to get things done; invest in time and energy to form coalition; form collaboration and drive results through influence.
Team Facilitation	Invite the right members to the team; create a safe and encouraging team environment; understand and leverage team members’ strengths; establish common agenda to engage team participation; assign meaningful tasks to team members and remove barriers for team goals; keep team members informed of team progress; keep communication channels open for all.

Change Agent	Take initiative to improve existing work conditions and processes; identify new opportunities to challenge the status quo in support of the Wraparound values and principles; become a facilitator of change; help others adapt to new business conditions.
Communication	Clearly convey information and ideas to others through a variety of media and formats, tailor the methods and language to the audience to facilitate understanding and retention of the messages; personalize the exchange of information to develop buy-in and commitment in others.
Youth and families Focus	Make families and their needs a primary focus of actions; strive to meet or exceed family expectations; develop and sustain productive internal and external customer relationships.
Conflict Management	Manage diverse and opposing ideas to create healthy tension among different parties; leverage difference of opinions to encourage diversity and creativity; promote productive dialogue to increase mutual understanding among parties and achieve win-win for all; resolve confrontation and disagreements in a constructive manner
Professional Skills/Expertise	Stay up-to-date in own profession; apply latest knowledge and best practices to the job in order to enhance performance of the entire organization; share new learning with team members; innovate and create processes and practices that fit the culture and business needs of the organization.
Personal Qualities	
<ul style="list-style-type: none"> ▪ Flexible & Adaptable ▪ Ability to multitask ▪ Works effectively both in independent and group settings ▪ Culturally competent ▪ Self-Awareness ▪ Supportive ▪ Takes ownership of and accountability for outcomes ▪ Detail-oriented ▪ Take initiative ▪ Non-judgmental/empathetic/compassionate ▪ Innovative/creative ▪ Personable/easy to connect with people ▪ Collaborative ▪ Assertive 	
Qualifications: Education and Experience	
<ul style="list-style-type: none"> ▪ Bachelor’s degree in social work, psychology, education, or school administration; advanced degree preferred ▪ Experience in public education, social service programs and McKinney-Vento Homeless Assistance Act preferred ▪ Experience with assisting families/students with addressing education and community support service needs ▪ Ability to use discretion and maintain confidentiality 	
Other Qualifications (certification, licensure, etc.)	
<ul style="list-style-type: none"> ▪ A valid US driver’s license is required. 	
Specific Demands and Work Environment	
<ul style="list-style-type: none"> ▪ Pre-employment background check and regular motor vehicle record check are required ▪ Daily work hours may vary depending on the needs of the families served. In addition must be able to work a flexible schedule to accommodate families’ needs when it comes to scheduling visits. 	

- While performing the duties of this job, the employee is regularly required to perform some or all of the major life activities including sit, stand, walk, talk, type, hear, and make phone calls.
- Occasional light lifting may be required.

Approved By:	Deborah Megaro	Last Update:	10/17/2022
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*Note: Job duties described herein are not all inclusive. Job description may be changed at any time.

ACKNOWLEDGMENT:

I have read and acknowledge receipt of this job description and agree to have the ability to perform the responsibilities as described above. I understand this job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of responsibilities, duties, and skills required of employees who hold this position. I further acknowledge my understanding that reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. It is the employee’s responsibility to inform his/her manager or human resources of the need for a reasonable accommodation.

Employee (Print)

Supervisor (Print)

Employee Signature

Supervisor Signature

Date

Date