

Job Description Title:	Aged and Elderly Resource Navigator	Primary Supervisor(s):	Director of Special Programs
Department/Group:	Direct Services	Secondary Supervisor(s):	Executive Team
Location:	Hybrid Remote	Travel Required:	Yes; some travel
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	M-F, 8-4	Physical Demands:	Light
Education and Experience:	Bachelor’s Degree in related field of Social Work, Sociology, or Psychology preferred	Performance Expectations:	See below
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
The Aged & Elderly Resource Navigator serves individuals age sixty and over who are experiencing homelessness, at-risk of homelessness, or recently housed from homelessness. The Aged & Elderly Resource Navigator will assist eligible households with identifying and connecting with the most appropriate resources including housing and other available services within West Virginia to achieve or maintain stability.			
Primary Responsibilities/Essential Job Duties:			
<ul style="list-style-type: none"> • The Aged and Elderly Resource Navigator will work with clients 60+ primarily within WVCEH regions 1, 2, 5, 6, & 7 who are experiencing homelessness or at-risk of experiencing homelessness. • The Aged and Elderly Resource Navigator will respond to referrals from the Balance of State Coordinated Entry System, WVCEH outreach staff, or other homeless services providers to work with clients aged 60+ on a housing plan and resource navigation. • The Aged and Elderly Resource Navigator will collaborate with shelter staff, outreach workers, and housing case managers within the Balance of State Continuum of Care to identify the most appropriate resources and available services within West Virginia for clients. 			

- The Aged and Elderly Resource Navigator will work to identify and develop an ongoing knowledge base of all available mainstream resources throughout West Virginia.
- The Aged and Elderly Resource Navigator will build rapport with homeless service providers across the state and develop relationships with key personnel in order to maintain efficient communication for eligible clients.
- The Aged and Elderly Resource Navigator will build rapport with resource providers and maintain a working knowledge of the homeless system, as well as mental health, substance use, and medical services in communities across WV to link persons over the age of 60 with appropriate wraparound services to assist with housing stability.
- The Aged and Elderly Resource Navigator will work closely with the WVCEH Service Navigation Specialist to connect clients with appropriate Adult Protective Services as needed.
- The Aged and Elderly Resource Navigator will maintain client documentation, including case notes, HMIS entries, and service transactions.
- The Aged and Elderly Resource Navigator will advocate for clients' needs and work closely with the Director of Special Programs, Shelter Policy Director, Service Navigation Specialist, and Department of Human Services (DoHS) Bureau for Social Services (BSS), to identify barriers.
- Other duties as assigned.

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing				x
Walking				x
Sitting				x
Using hands to finger, handle or feel				x
Reaching with hands and arms				x
Climbing or balancing	x			
Stooping, kneeling, crouching, or crawling		x		
Talking or hearing				x
Tasting or smelling	x			
Other: Please describe.				

This position is described as **moderate physical activity** performing daily activities of a face-to-face nature in client's homes and in the community. The noise level is moderate, as typical of a setting with computers, printers, traffic lights and phone conversations. Travel is required.

Equipment Used: Photocopiers, Scanners, Desktop Computer and phone-systems, personal car.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner).

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter, able to prioritize tasks and manage a complex array of needs.
- Applicant should have an understanding in all areas related to homelessness, Substance Use Disorder and mental health.
- Ideally, candidates will have prior experience with people experiencing homelessness.
- Must have good problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Prior experience using the Homeless Management Information System (HMIS) is a plus but not required.
- Applicant will need an understanding of community resources and the wherewithal to navigate complex eligibility requirements for community resources.
- Professional, mature demeanor with the ability to work independently is required.
- The successful candidate will have reliable transportation and must be willing to travel occasionally throughout the designated region and to State office in Bridgeport, WV.
- Although a Bachelor's Degree is not required, it is preferred. Past experience working in a case management role will be taken into consideration.

Benefits

- Benefits include health, dental, vision, PTO (4 weeks accrued over the first year), Holidays (12 per year), and 401K.

Work Activities

- **Communicating with Supervisors, Peers, or Subordinates** — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.
- **Documenting/Recording Information** — Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

- A knowledge of Adult Protective Services, as well as the homeless population systems and programs
- Ability to work independently in the field and as part of a team in various settings as necessary

- Ability to build relationships with stakeholders
- Ability to present information thoroughly to a range of stakeholders
- Ability to demonstrate creative and solution-focused problem-solving skills
- Experience with Homeless Management Information System (HMIS)

Work Styles

- **Concern for Others** — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Persistence** — Job requires persistence in the face of obstacles.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Psychology** — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Skills

- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Speaking** — Talking to others to convey information effectively.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Abilities

- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.

- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date