

KENOSHA HUMAN DEVELOPMENT SERVICES, INC.

3536 52nd Street
Kenosha, WI 53144



Division/Department:	Homeless Assistance Services		
Location:	Main Office		
Job Title:	Housing Navigator		
Reports To:	Homeless Assistance Services Program Manager		
Type of position:	FLSA Status:	Schedule:	
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Contractor	<input checked="" type="checkbox"/> Non-Exempt	40 hours per week or as demanded by the job
<input type="checkbox"/> Part-time	<input type="checkbox"/> Intern	<input type="checkbox"/> Exempt	

POSITION SUMMARY

This position works in conjunction with the MyHOME and KYF Rapid Rehousing Program to end homelessness by locating available units of housing and collaborating with service providers to match participants with rental units. The Housing Navigator is responsible for developing and maintaining relationships with property owners and managers, and promoting tenants' self-sufficiency, integration into the community, and permanency in housing.

RESPONSIBILITIES

1. Program Development
 - a. Develop and maintain a database of rental units appropriate for program participants.
 - b. Create and implement a landlord recruitment and retention plan with an emphasis on fair housing for program participants.
 - c. Outreach to realtors, landlords, housing developers and other housing providers and community agencies to identify new and existing housing opportunities and build a strong inventory of available housing options for program participants
 - d. Educate landlords, property managers, and community members about the housing needs of program participants, and provide appropriate advocacy on behalf of program participants.
 - e. Develop trainings and workshops for tenants and KHDS staff on subjects such as tenant rights and responsibilities, housing discrimination, communicating with landlords, etc.
 - f. Remain informed about changes to laws affecting tenants and leasing processes.
2. Housing Search and Placement
 - a. Participate in the KYF and MyHOME intake process for each participant.
 - b. Complete all housing related paperwork for each participant accurately and on time.
 - c. Assist participants in the MyHOME and KYF Rapid Rehousing Programs to locate and secure housing of their choice, including accompanying to apartment showings, and assist with housing applications and paperwork.
 - d. Coordinate and/or conduct HQS inspections for units leased by program participants as needed.
 - e. Assess need for reasonable accommodations/unit modifications and ADA compliance, and assist program participants with the process of requesting an accommodation/unit modification when applicable.
 - f. Participate in the lease-up process with landlords and program participants.
 - g. Apply knowledge of residential lease contracts to educate program participants of their rights and responsibilities.
 - h. Maintain awareness of changes in the market and community that can impact services, and bring forward recommendation: to deal with expected changes.

3. Collaboration

- a. Represent KHDS at local collaborative meetings and community events. Promote safe and affordable housing and community awareness of homelessness issues through participation in local homelessness or related community activities.
- b. Actively participate in the Kenosha Local Coalition meetings and committee work.
- c. Provide conflict resolution and problem-solving assistance to property owners, property manager, program participants and agency staff for issues that arise between tenant, neighbors and landlords.
- d. Maintain on-going relationships with landlords, other housing providers and Legal Action.
- e. Work with property owners and managers to evaluate program effectiveness and identify program components to be modified if necessary.

4. Record Keeping and Reporting

- a. Complete all housing-related paperwork with MYHOME and KYF participants and provide copies to the participants.
- b. Work with the MyHOME and KYF Rapid Rehousing Caseworkers to ensure housing paperwork is filed appropriate.
- c. Prepare written reports and other necessary documentation as needed.
- d. Maintain documentation standards as set forth by the specific program contract and KHDS policies.
- e. Complete progress notes on every face to face and telephone contact with program participant or collateral contact within two business days.
- f. Input accurate and complete data into CTS and HMIS and update regularly to reflect program participant status.

RELATIONSHIP DEVELOPMENT

1. Is responsible for creating a positive, relaxed and supportive environment

- a. Actively engages clients in amicable conversation, shares in activities and responds to needs/requests in a timely fashion
- b. Accepts and respects the client's circumstances, asks about feelings and interests; validates feelings with empathy, offers encouragement; celebrates accomplishments

EFFECTIVE TEACHING

1. Promotes a strength-based approach to teaching functional skills

- a. Teaching interactions include positive, supportive quality components (i.e. voice tone, enthusiasm, appropriate physical proximity, and eye contact)
- b. Skills, routines, and program expectations are preventively taught, specific praise is given to reinforce positive behavior, constructive feedback teaches a replacement skill; safe, planned de-escalation techniques are used in response to aggressive/challenging behavior
- c. Perceives and responds directly to teaching and problem-solving opportunities
- d. Teaching components include praise, empathy, specific skills and behavioral descriptions, and goal-centered rationales

TREATMENT PLANNING

1. Identifies the treatment needs of the client and collaborates on an agreed upon plan to achieve their goals

- a. Assesses the client's strengths and challenges, develops a realistic plan along with the client
- b. Provides services and collaborates with community resources
- c. Identifies and teaches treatment-specific skills that support the client's success

PROFESSIONALISM

1. Conduct oneself in a professional manner

- a. Maintain the confidentiality and other rights of participants, families and staff and follow HIPPA Guidelines for all verbal and written communication
- b. Problem-solve difficult situations in a timely manner
- c. Manage difficult or emotional consumer situations by responding promptly to needs, requests for assistance and services
- d. Give, receive and act upon feedback from supervisors and co-workers in an appropriate manner
- e. Maintain professional boundaries with consumers and co-workers at all times
- f. Attend training as requested by supervisors
- g. Other tasks as assigned by supervisors

QUALIFICATIONS: Bachelor's degree in a human services related field and/or experience working with individuals and

families experiencing homelessness and/or other issues that put individuals at risk of housing instability.

1. Ability to effectively communicate, both written and verbally, in the English language
2. Must have reliable transportation and valid driver's license with good driving record
3. Must carry own auto insurance with at least 100,000/300,000/100,000 coverage
4. Ability to maintain records and document case notes daily
5. Ability to give and accept feedback as a part of a team
6. Ability to traverse within the workspace and community frequently
7. Be willing to learn and work with the treatment philosophies
8. Bilingual in Spanish a plus
9. Professional experience in housing, real estate, marketing or sales preferred
10. Knowledge of tenant and landlord rights and responsibilities preferred
11. Computer skills sufficient for data gathering, documentation and reporting

*If you are interested, please apply online at www.khds.org by **June 24th, 2025***

Follow the [Employment Opportunities](#) link to apply

For questions regarding the application process, please contact HR staff at:

jroman@khds.org or 262-764-8555

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