



The Klamath Tribes
501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 06/28/24
CLOSE: until filled

EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: HOUSING NAVIGATOR (MELITA HOTEL)

RESPONSIBLE TO: Housing Director

SALARY: Step Range: 21-35; Annual/Full Benefits
Salary Range: \$51,467 - \$77,848
Hourly Range: \$24.74- \$37.43

CLASSIFICATION: Non-Management, Regular, Full-time

LOCATION: The Klamath Tribes Housing Department
39500 N. Hwy 97
Chiloquin, OR 97624

BACKGROUND: Comprehensive level

POSITION OBJECTIVES

The Housing Navigator (Melita Hotel) is responsible for determining the most appropriate response to meet the urgent need for housing Tribal Members living in Oregon, with primary focus on Melita Hotel guests, who are experiencing homelessness, living in substandard conditions, or struggling to make ends meet.

The Housing Navigator (Melita Hotel) will assist guests with securing and maintaining affordable housing; including identifying potential need for additional services outside of the Tribal Programs that may be available to applicants on a case by case basis.

Incumbent must be willing to serve hotel guests using the Permanent Supportive Housing model and the appropriate level of Continuum of Care.

MAJOR DUTIES AND RESPONSIBILITIES

1. Serve hotel guest using the Permanent Supportive Housing model and the appropriate level of Continuum of Care.
2. Research and maintain up-to-date knowledge of the local housing market and available resources.
3. Ensure maximal identification of applicants who have or may be eligible for alternate resources by effectively implementing screening and interview methods.
4. Conduct home assessments for guests to determine if their current living situation is safe, healthy, and adequate for the guest's needs.
5. Maintain accurate guest records and documentation, and participate in regular case reviews and service planning meetings. Keep guests informed of the status of their applications at each stage of the process.
6. Work with landlords, property managers, and real estate agents to identify available units that fit the guest's budget and needs.
7. Help guests navigate the application process for government assistance programs like Section 8 and public housing.
8. Serve as a liaison for the participant, through identification and coordination of services available and provide guidance of how to access identified services.
9. Assist applicants and their families with processing applications for housing programs.
10. Transmit all applications for alternate resources to the appropriate department or outside agency.
11. Connect guests to resources like furniture banks and utility assistance programs.
12. Provide short-term financial assistance to help cover security deposits and first month's rent.
13. Help guests develop long-term financial plans and connect them to resources like credit counseling and job training programs.
14. Help guests identify financial resources available to them through federal government assistance programs, community organizations, and other resources.

15. Responsible for advocating and assisting guests in meeting the required obligations with housing programs; ensure participants comply with all applicable policies, procedures, and applicable federal regulations.
16. Provide guests with guidance on all housing-related concerns, including landlord-tenant disputes and housing discrimination.
17. Maintain up-to-date knowledge of local, state, and federal housing laws and regulations.
18. Attend community events and meetings to promote the program and recruit new guests.
19. Prepare weekly and monthly narrative reports, as required.
20. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

Works under the direct supervision of the Housing Director who provides general instructions. Work is assigned in terms of functional/organizational objectives. The supervisor assists with unusual situations, which do not have clear precedents.

Employee works independently, resolves problems on the basis of past precedents, exercises judgment in interpreting guidelines and applicability, and ensures time lines are met. Plan organize and carry out the work initiative seeking information and assistance from other sources as necessary, using sound judgment and making decisions based on experience

Employee plans and carries out various stages of a project by selecting and using approved methods and techniques as appropriate.

KNOWLEDGE, SKILLS, ABILITIES

Demonstrated ability to work with people from diverse cultures and backgrounds.

Knowledge of financial and housing related terminology.

Ability to effectively communicate orally and in writing. The person in this position should have the ability to communicate in a clear and concise manner for the purpose of conveying and obtaining pertinent information; including speaking publicly to large groups.

Ability to read, analyze and comply with laws and regulations governing Indian Housing programs.

Ability to learn and understand the application process for the Housing programs, as well as eligibility criteria.

Exceptional time management and organizational skills.

Strong public relations and interpersonal relationship skills. This is the ability to meet and work with a variety of individuals exercising tact, diplomacy and mature judgment. Must be able to greet and work with the public in a pleasant manner, at times in stressful situations.

Strong customer service skills with the ability to balance empathy and compassion while upholding the program policies.

Ability to function effectively under pressure of time and/or demands of several tasks at once.

Ability to work cooperatively with appropriate Tribal staff, Tribal committees and outside agencies.

Ability to effectively maintain **strict confidentiality** and practice steps for protecting confidential information.

Must be willing to work in office setting as well as in the community to meet the needs of the Elderly and the Handicapped/Disabled. This may include, home visits, outreach services, inspections, etc.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a minimum of a High School Diploma or Equivalent. *(Must submit copy of diploma or transcripts with application; HSD/GED only required when applicant doesn't have a college degree.)*
- **REQUIRED** to experience with housing placement or case management.
- **REQUIRED** to attend Permanent Supportive Housing training; *(travel/training cost covered by the Tribe).*

- **REQUIRED** to have a strong understanding of community resources and government benefit programs.
- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.
- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. *(Must submit copy of driver license with application.)*
- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Property Management experience.
- Bachelors' Degree in social work or public health.
- Customer Service experience.
- Case Management experience.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any

requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

**The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	Employee (signature)