



Sitka Homeless Coalition: Services Navigator Job Description

Position Title: Services Navigator

Location: Sitka, Alaska – Hitx'i Saani Community & SHC Office

Employment Type: Full-Time (40 hours/week)

Salary Range: \$22–\$25/hour DOE + Health Stipend

Reports To: Programs Director

Priority Deadline: Open Until Filled

About the Sitka Homeless Coalition

The Sitka Homeless Coalition (SHC) is a small, community-rooted nonprofit dedicated to creating safe, stable housing in Sitka and connecting people to the resources they need to thrive. Our newest project, *Hitx'i Saani*, is Sitka's first Permanent Supportive Housing (PSH) community for individuals who have experienced homelessness. In addition to *Hitx'i Saani*, SHC provides support to people throughout Sitka who are facing housing instability through a number of programs that connect individuals to important services.

Position Overview

The Sitka Homeless Coalition is looking for a Services Navigator to be a consistent, friendly presence for both *Hitx'i Saani* residents and community members seeking help. This role combines resident support, outreach, and service coordination.

For part of the week, you'll be on-site at *Hitx'i Saani*, building relationships, helping residents connect with resources, and fostering community. At least once a week, you'll host office hours to meet with non-residents who come to SHC for support. You'll help people set goals, overcome barriers, and navigate systems, from applying for housing to scheduling a doctor's appointment.

This is a hands-on, people-centered position. We're looking for someone who is approachable, resourceful, compassionate, and comfortable working with folks from all walks of life.

What You'll Do:

For Hitx'i Saani Residents

- Conduct regular check-ins. Help residents maintain housing, connect with services, and identify and achieve their goals.
- Foster a safe, respectful, and welcoming community.
- Assists clients in navigating systems and programs that may lead to their success (housing for unhoused clients, doctor's appointments, treatment programs, SNAP, SSI).
- Step in to help prevent or de-escalate crises when needed.



For the Broader Community

- Hold weekly SHC office hours for people seeking housing or other support.
- Meet with drop-in clients and connect them with resources.
- Conduct outreach to individuals who might benefit from SHC services.
- Help clients apply for programs like SNAP, SSI, or treatment services.

Coordination and Administration

- Attend Coordinated Entry meetings and complete intakes for eligible clients.
- Work with local service providers to streamline support for clients.
- Keep accurate records for the Homeless Management Information System (HMIS) and other databases.

Desired Background and Qualifications

- Experience with homelessness alleviation, housing programs, mental health, or social services.
- Strong people skills and the ability to work with individuals in crisis.
- Understanding and appreciation of Housing First and Permanent Supportive Housing concepts and principles
- Valid driver's license/ability to assist in transporting clients (while SHC does not currently have a vehicle, it is our hope that in the not so distant future, transportation will be provided in some capacity).
- Ideally 1-2+ years of experience working with underserved populations
- Knowledge around substance abuse and mental health
- Previous experience in crisis management
- Paperwork processing and computer skills
- Bachelors in a relevant field preferred. Supplemental work experience will be considered.

Attitudes, Values, and Competencies

- Profound respect and compassion for all people
- Ability to hold healthy boundaries with service recipients
- Strong organizational skills
- Creative problem solving skills
- Ability to work independently and with others
- Flexibility
- Understanding of systems creation and development

Schedule and Work Environment



- Based primarily at *Hitx'i Saani* and SHC's office.
- Mostly weekday hours (9am to 5pm) with occasional evenings or weekends.
- In-person client work is the bulk of the role; some local travel is required.

Compensation & Benefits

- \$22–\$25/hour depending on experience,
- \$150/month health stipend which can be applied toward your plan,
- Generous leave package.

How to Apply

Email your resume, a short cover letter, and 3 references to sheltersitka@gmail.com with the subject line “Services Navigator Application – [Your Name].” Applications will be reviewed as they come in.

Equal Employment Opportunity

The Sitka Homeless Coalition is committed to a diverse and inclusive workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. All individuals interested in this position are encouraged to apply!