



## **Family Promise**

of Western New York

### **Job Title: Family Navigator**

Status: Full Time

Pay Rate: \$22.00/hr

Reports to: Director of Family Stabilization Team

Family Promise of Western New York prevents and ends homelessness for families with our children. Our programs include Eviction Prevention, Shelter Diversion, Emergency Housing and Stabilization and families must be referred to our organization to qualify for services. Our Family Navigator is a part of our Family Stabilization Team, working within our own portals and our partner portals to navigate eligible families through the housing process. Our Family Navigator serves as a Housing Navigator in the Western New York Integrated Care Collaborative's Medicaid 1115 Waiver program. A successful applicant will take a trauma-informed approach to working with people in crisis, be an excellent communicator, be comfortable navigating health-care portals and other databases, and have excellent organizational skills.

#### Duties

- Serves as our point for all intakes, working with referring agencies to assess families for eligible housing programs.
- Triage families who qualify for our programs, maintaining close communication with families to keep them progressing through our programs
- Serves as a Housing Navigator for approximately 30 families at a time in the WNYICC Medicaid 1115 waiver portal while adhering to rigorous documentation standards
- Offers case management services for families who qualify for Housing Navigation services as they transition into permanent housing, including helping families turn on utilities, negotiate storage with DSS, secure beds, appliances and furnishings for their new apartment, redirect mail, apply for HEAP, etc.
- Inspects potential apartments to meet WNYICC safety standards
- Submits claims in the WNYICC portal for time spent navigating families
- Manages our Shelter Diversion wait list
- Works together with the Family Stabilization Team team to provide wrap-around support for the families we serve, including working with families across our different housing programs
- Documents in our Case Management system, Family Link, describing the family's situation and our interventions to give context to our work
- Attends WNY Integrated Care Screening/Navigation Workgroups and trainings
- Complete all required trainings and attend necessary additional training, supervision and team meetings

### Skills and other Qualifications

- At least 2 years of experience working as an advocate in the community for people in need, ideally in care coordination, case management or community-based client services - a history of working with families with children is a plus
- Successful experience working in community, healthcare, public health, non-profit, or similar operations
- Associates degree required, BA in Human Services or related field is a plus
- Ability to abide by policies and procedures that support federal, state and local HIPAA and Fraud, Waste, Abuse regulations
- Demonstrates excellent customer service on phone, in-person, via email and in all aspects
- Extremely detailed-oriented and capable of multitasking
- Strong documentation and technological skills - this position is responsible for working within WNY Integrated Care social care technology and transportation platforms and our own Family Link platform
- Strong problem solving skills from a solutions-focused approach
- Good ethical decisions, including displaying behavior appropriate to a mentor who works in close contact with children
- Background checks required
- Ability to lift 25+lbs
- Must have a valid driver's license and a clean driving record
- Access to a personal vehicle to get to the homes of our graduated families is a plus
- Spanish speaking is a plus

### Agency Expectations

- Complies with agency standards of conduct and professionalism
- Demonstrates knowledge of the program, mission and services of FPWNY
- Complies with all policies and procedures in Employee Handbooks
- Is able to work in an alcohol and drug free environment
- Ability to demonstrate self-care

Hours: 9:00am-5:00pm

To Apply: Please visit our website at [www.fpwny.org/jobs](http://www.fpwny.org/jobs)