



Topeka Rescue Mission Ministry Position Description

Position Title: Housing Administrative Navigator
Location: Topeka Rescue Mission
Reports to: Housing Stabilization Supervisor
Date: February 2025

SUMMARY OF RESPONSIBILITIES:

Under the direct supervision of the Housing Stabilization Supervisor, you will be responsible for the organization of the housing department office and assist associates in ways to optimize procedures and support housing services. You will also assist in identify and securing housing opportunities for families and singles in a variety of housing programs. Once housing is secured you will work with clients to maintain housing while consistently assessing housing status and helping remove barriers to staying housed. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

GUIDING VERSE:

"And do not forget to do good and to share with others, for with such sacrifices God is pleased." –
Hebrews 13:16 (NIV)

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Organize office and assist housing associates in ways to optimize procedures
- Promptly, accurately, professionally, and courteously assess received calls/inquiries and direct them to the appropriate person *or* relay messages
- Data entry to ClientTrack system and Access Database
- Assist with screening for housing programs
- Perform receptionist duties when needed
- Attending monthly collaborative meetings to promote existing housing programs and obtain new housing opportunities
- Provide case management in strong coordination with Rapid Rehousing Team in alignment with the Housing First Model
- Develop and update goals with program participants using a case management approach, assisting them to set and prioritize short and long-range goals.
- Complete home visits as needed to support program participants in performing the tasks required to maintain housing stability, including on-time payment of rent and household maintenance.
- Work with program participants to resolve issues around lease and/or program rules with the landlord
- Work collaboratively with the landlord to ensure resident needs are met
- Maintain effective working relationships with Topeka Rescue Mission staff and other agencies to which (and from which) participants may be referred
- Maintain current records in the Homeless Management Information System (HMIS) database and paper case files, documenting interactions with residents in a standardized format used by TRM Rapid Rehousing Team.
- Report to supervisor for other duties as assigned.

EDUCATION AND EXPERIENCE:

- AA degree or minimum one-year experience in social work or related field preferred, low-income housing knowledge a plus
- Ability to relate well with people of all socio-economic backgrounds
- Valid KS Driver's License
- Bilingual English/Spanish Preferred

SKILLS, KNOWLEDGE AND ABILITIES:

- Familiarity with government housing programs on federal, state, and local levels. Specifically, HUD, ESG, and THA.
- Knowledge of the rental market and the needs and interests of landlords and property management firms.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Ability to work independently and as a part of a multi-disciplinary team.
- Ability to relate effectively and without judgment to diverse individuals.
- Willing to work in an environment with constantly changing priorities and roles without losing enthusiasm for the organization mission.
- Must be able to travel independently between multiple work sites within a day.
- Additional duties as assigned.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- Must be able to lift, bend, and reach above head.
- Must be able to read, write and speak legibly to perform duties.
- Must be able to take notes while on the phone to perform duties.
- Must be able to drive to attend meetings and other appointments.
- Must be able to stand to make presentations.
- Must be able to sit to perform clerical duties
- Must be able to sit or stand to operate computer, fax machine, copier, etc.