YouthLink Job Opening:  
**Housing Navigator**

Be a part of building a strong and supportive community for youth.

**About YouthLink**

Founded in 1977, YouthLink is a leader in the Twin Cities for guiding young people (ages 18-24) experiencing homelessness from disconnection and hopelessness to self-reliance and wholeness. YouthLink provides inclusive, holistic services that move youth forward on their journeys toward achieving education, career, housing, and stability goals. YouthLink also hosts the Youth Opportunity Center (YOC), a “one-stop shop” of over 30 community partners who serve homeless youth. More than 1,800 young people seek services at YouthLink annually. In partnership with three affordable housing agencies, YouthLink also provides supportive services in more than 190 units of transitional and permanent supportive housing throughout the city.

**Our Mission**

At YouthLink, our mission is to support and empower young people on their journey to self-reliance.

**Our Vision**

To be a community where all youth, without regard to their living situation, have an equal opportunity to pursue their goals and dreams, and an equal likelihood of achieving them.

**POSITION SUMMARY**

The Housing Navigator has responsibility to provide a wide range of wrap around services and build a rapport with youth who are experiencing homelessness or housing instability. The Housing Navigator will provide a variety of stability services and advocacy for predominantly African American/Black/LatinX and youth in need of safe, stable housing. The Housing Navigator will work with program participants holistically and will help them access necessary social services, and act as a personal navigator for obtaining permanent housing. Housing Navigator will provide individualized support throughout the entire journey by helping each youth overcome any barriers, assess their supports, and set achievable long and short-term sustainable stabilization goals.

**Key responsibilities include:**

- Provide supportive services in a culturally-responsive, non-judgmental manner using a strengths-based framework of assertive engagement.
- Coordinate intake and individualized needs assessment for youth. Work with participants to develop short and long term goals that address barriers to obtain services/housing. Some participants will require permanent support in retaining and maintaining housing, and some will need very short term financial assistance.
- Monitor and evaluate each participant’s progression towards their goals, and develop modifications to the plan as necessary.
- Provide information, “hands-on” referrals, linkages, and personal advocacy to assist participants in accessing services and resources. Directly assist participants with obtaining necessary documents and services such as identification card, birth certificate, social security income, disability income.
• Assist participants with housing applications, completing supportive and subsidized housing paperwork, surveying rental market for affordable housing, and advocating for youth with prospective landlords, property managers, and property owners.
• Promote culturally responsive mediation between participants and medical, housing, and social service systems while building individual capacity to self-advocate. Provide holistic, culturally-appropriate and accessible life skills education and information and responsive crisis intervention and prevention for participants.
• Work in partnership with YouthLink staff, Youth Opportunity partners, Youth Service Network colleagues, Hennepin County partners, employment specialists and community health providers, to complete follow-up and retention services.
• Maintain all related data tracking systems, including case notes, stability matrix, and complete HMIS entries.
• Prepare related reports including outcomes, successes and challenges, including generating data for monthly reports.

QUALIFICATIONS

EDUCATION/EXPERIENCE:
Bachelor’s degree in social services or a related field OR 2-4 years of experience working with homeless at-risk youth. 2-4 year experience working in social services case management. Knowledge of Housing resources and programs. Experience providing services to both youth and families preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:
• Able to provide non-judgmental services, including understanding street acculturation, behaviors, and cultural and spiritual practices.
• Understanding of Safe Harbor laws.
• Training in Harm Reduction, Positive Youth Development, and Trauma Informed Care.
• Effective written, verbal, and interpersonal communication skills.
• Comfortable approaching large crowds and being exposed to illegal activity.
• Strong critical thinking skills and ability to assess and respond to unsafe situations while maintaining personal safety.
• Able to manage time effectively.
• High degree of professionalism.
• Mission-driven and able to incorporate agency philosophy into service delivery.
• Be able to verbally and physically respond to aggression when necessary in ways that de-escalate and establish and maintain staff and youth safety.
• Comfortable with Microsoft Office applications, specifically Word and Excel.

LICENSES/CERTIFICATIONS:
• Valid Driver’s License, insurance, and access to reliable multi-passenger transportation.

BENEFITS
YouthLink’s competitive and comprehensive benefits package includes medical, dental, life insurance, long-term disability insurance, elective benefits (short-term disability, FSA, 401(k)), and paid vacation and sick leave.
**HOW TO APPLY**

E-mail a cover letter and resume with the subject line “Housing Navigator” to careers@youthlinkmn.org.

*Equal Employment Opportunity*: YouthLink shall seek to ensure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.