



The mission of Tri-CAP is to enhance and expand opportunities for the economic and social well-being of our residents and our communities.

Housing Navigator Wanted

We are looking for a compassionate, enthusiastic, and motivated person to provide professional, courteous customer service working with people experiencing homelessness and ensuring efficient and effective enrollment in coordinated entry systems and subsequent movement of participants from crisis response to stable housing in a four-county service area.

Primary responsibilities of this full-time position will include:

- *Connect participants to coordinated entry and coordinate all relevant services to ensure stable housing.
- *Conduct outreach and assessments and explain navigation services.
- *Accurately collect, review, verify, prepare, maintain and ensure all necessary program documentation is in place, in a timely manner, to determine eligibility.
- *Assist participants with housing search, completion of housing/rental applications, addressing barriers to housing eligibility, understanding lease requirements, etc.
- *Maintain regular contact with people on referral list and update data as appropriate.
- *Develop and maintain networks with community partners and have a working knowledge of program services available to homeless households.
- *Facilitate smooth transition of participant services to new housing/service provider.



Starting wage is \$14.79 per hour and includes a comprehensive benefits package

Qualifications:

- *Two (2) years post-secondary education and one year of human services related experience OR equivalent combination 3 years education/experience.
- *Awareness of economic and cultural issues facing clients.
- *Knowledge of community resources and barriers related to homelessness.
- *Excellent customer service, verbal and written communication, and organizational skills.
- *Proficiency in Microsoft Office Suite and agency software products.
- *Ability to build community and customer relationships.
- *Ability to work independently and as part of a team, and ability to maintain confidentiality.
- *Hybrid work arrangement involving both telecommuting and in-office environments.
- *Ability to travel throughout our service area.
- *Bi-lingual (Spanish or Somali) preferred.

For application materials contact:

Apply online at www.tricap.org or email us at hr@tricap.org or call 320-257-4511 to request an application. Position is open until filled.