



## CAREERS @ ULEC

<b>Program:</b>	<b>Eviction Diversion Program (State of NJ)</b>
<b>Position/Title:</b>	<b>Resource Navigator</b>
<b>Location:</b>	<b>Essex, Hudson, and Union Counties</b>
<b>Hours:</b>	<b>Monday – Friday; 9:00 am - 5:00 pm (Hybrid)</b>
<b>Salary:</b>	<b>\$45,000 annually + Benefits</b>
<b>Reports To:</b>	<b>Program Coordinator and Housing Director</b>
<b>Position Posted:</b>	<b>Until filled</b>
<b>Basic Functions:</b>	The NJ Department of Community Affairs' Eviction Diversion Initiative (EDI) has partnered with the Urban League of Essex County to hire a Resource Navigator to assist with landlord-tenant proceedings, attend eviction proceedings (virtually or in person) and to provide information and linkages to resources that may help tenants prevent eviction. The Resource Navigator will provide information about the availability of rental assistance at local, state, and federal levels, status of rental assistance applications, the process for filing for eviction protections, benefits available at the federal, local, and state level, linkages to legal services and other resources to assist in diverting evictions, and linkages to other intervention supports to households experiencing crisis.

- Responsibilities:**
- Be available in virtual tech rooms or in person at the courthouse.
  - Directly assist eligible households with rental assistance applications, eviction protection household income self-certifications, and access to legal services where available.
  - Provide mediation or HUD-certified housing counseling.
  - Assist with homelessness prevention, relocation, or rapid rehousing by connecting households facing judgements of possession to emergency rental assistance vouchers for rapid rehousing where available.
  - Support, access to consumer debt and credit repair services, family support benefit applications, and disability, or healthcare related support, as necessary or appropriate.
  - Assist clients in applying for public benefit programs, childcare, utility assistance, and/or employment assistance.
  - Connect households facing judgments of possession to emergency rental assistance vouchers for rapid rehousing where available.
  - Liaise with court staff including the landlord-tenant case management legal specialists for access to the eviction docket and all court proceedings
  - Liaise with DCA staff and court staff in self-certification database and eviction filing data matching.
  - Liaise with local government and community organization representatives, such as the Board of Social Services and Continuum of Care, to identify potential resources and connect tenants with all available resources.
  - Compile intake and case management data for monthly and quarterly reporting.
  - Thoroughly and accurately document in the client's case file every contact with client, action taken on client's behalf, and referral; adding to the electronic file all relevant documents.

- Accurately enter required information into the HMIS database, as required by program rules and policies.
- Actively participate in case conferences, staff meetings, service coordination meetings, supervision, professional and in-service training sessions.

- Daily Activities:**
- Determine client eligibility for rental assistance by assessing households for income eligibility, inability to pay rent, and target resources to people most likely to become homeless after eviction or suffer severe health consequences as a result of eviction.
  - Contact referred clients and assist them by identifying their needs in stabilizing housing.
  - Model problem-solving for clients.
  - Use conflict resolution skills to gather information from client and landlord to determine amount owed, how it will be paid and to conciliate to maintain or obtain housing.
  - Make referrals to a customized array of services available in the community. Maintain strict confidentiality of client information in conformance with related policies and procedures.
  - Collect all data needed for payments to landlords.
  - Maintain eligibility documentation for each household assisted.
  - Participate in navigator meetings and other meetings as requested by supervisors. Perform related duties as assigned.

- Qualifications:**
- High school graduate or GED required; some college or bachelor's degree preferred, experience in social work, psychology, communications, or social services. Appropriate experiences and skills also considered.
  - Demonstrated conflict resolution, communication, and negotiation skills.
  - Ability to stay neutral and unbiased when conciliating and working with parties.
  - Comfortable helping others in high stress, conflict situations.
  - Commitment and ability to engage in an empathetic, non-judgmental way with people in crisis situations.
  - Cultural competency.
  - Strong verbal and written communication skills.
  - Ability to personify a pleasant and friendly atmosphere and environment to the public, landlords, staff, and management.
  - Strong attention to detail and data integrity.
  - Self-directed and motivated to set own deadlines.
  - Ability to work from home and complete all work in a timely manner.
  - Effective team player.
  - Computer literacy - knowledge and experience with Outlook, Word and Excel, PowerPoint, Teams, and web meeting software such as Zoom necessary.
  - Knowledge of human services in Essex, Hudson or Union Counties preferred but not required.
  - Bilingual Spanish applicants highly encouraged to apply.

**How To Apply:** E-mail resume/CV and cover letter to [careers@ulec.org](mailto:careers@ulec.org)  
In the subject line, write: **"Resource Navigator"**

*The Urban League of Essex County is an Affirmative Action/ Equal Opportunity Employer.*