



## HISPANIC CENTER

of western michigan

### Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is "TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT AND EMPOWERED TO STRENGTHEN WEST MICHIGAN"

We do this through education, economic development and outreach.

For more information, please visit [www.hispanic-center.org](http://www.hispanic-center.org)

### Position: Housing Community Navigator

#### Responsibilities

- Housing Community Navigator will assess housing barriers of individuals and families experiencing eviction to determine housing and service needs.
- Prepare and maintain required records and reports.
- Perform internal audits notes to ensure accuracy of data input.
- Provide follow-up to clients' questions and complaints.
- Enter client data into Salesforce data base and complete monthly internal reports.
- Ensure all actions, job performance, personal conduct and communications represent the organization in a highly professional manner.
- Maintain client case notes on a daily and or/ weekly basis.
- Demonstrate knowledge of the related community referrals appropriate for the Intake function
- Maintain confidentiality of all participant information and ensure appropriate releases of information.
- Maintain knowledge of social service relating to housing issues and trends. Provide insight and feedback to improve the delivery of services.
- Maintain accurate record of services provided to participants using various computer data systems i.e. intake forms, case noting, data entry, written progress reports.
- Provide information as needed to leadership for ongoing reports.
- Other duties as assigned.

#### Qualifications

- Knowledge of computers, working with Microsoft Office, Excel, database entry systems, and e-mail using Outlook and teams.
- Ability to prepare and analyze reports, evaluate client data.
- Ability to communicate effectively, both orally, and in writing.
- Excellent customer service skills.
- Ability to work independently and exercise good judgement.
- Ability to communicate and report out regularly to management.

