



BRINGING THE COMMUNITY TOGETHER TO END HOMELESSNESS

### Men's Shelter of Charlotte/Urban Ministry Center

Ending homelessness is a bold and complex undertaking. It requires heart, collaboration and resources. But when we dream big, amazing things happen. That's why, we are excited to announce that Urban Ministry Center and Men's Shelter of Charlotte have joined forces to become one organization. Our organization will continue to provide all of the services we currently offer, and as one entity will increase our impact in finding and creating permanent housing solutions for the most vulnerable members of our community. We will combine our talent, services and leadership to elevate our quest to end homelessness in the Charlotte region.

### POSITION SUMMARY:

The Housing Navigator Unsheltered will provide direct service to individuals living on the streets of Charlotte. This position will seek specifically to connect vulnerable individuals experiencing unsheltered homelessness with permanent housing, physical and mental health services, and other necessary resources, such as access to food stamps. Occasional evening, early morning, and weekend work is required.

### ESSENTIAL FUNCTIONS:

- Provide outreach to individuals living on the streets of Mecklenburg County, with a particular focus on individuals living in camps throughout the community and in the uptown corridor.
- Engage and establish relationships with individuals experiencing homelessness, with a particular emphasis on those experiencing chronic homelessness.
- Provide support to individuals utilizing the College Street Day center through case management and assistance with day to day services.
- Maintain a caseload of 15-20 clients. Work with clients on caseload will include:
  - Travel to homeless camps, jail, hospitals and/or other homeless service providers.
  - Complete a coordinated assessment for the individual and refer to appropriate housing resources. When applicable, complete the "common application" for permanent supportive housing, including assisting the individual in securing photo ID, Social Security card, disability verification, homeless verification, and income verification.
  - Transport clients to appointments & resources, as needed.
  - Serve as a resource as needed for the client and his/her housing case manager in the event that the client's housing retention is in jeopardy.
- Conduct crisis intervention and management services when needed, utilizing de-escalation techniques and connecting clients with appropriate level of care.

PO Box 31335, Charlotte, NC 28231  
[www.urbanministrycenter.org](http://www.urbanministrycenter.org)

PO Box 36471, Charlotte, NC 28236  
[www.mensshelterofcharlotte.org](http://www.mensshelterofcharlotte.org)

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- Routinely enter client data and case notes into NC Homeless Management Information System in accordance with program policies.
- Participate in community work groups focused on ending chronic homelessness.
- Other duties as assigned.

#### **OTHER RESPONSIBILITIES:**

1. Participates in staff training and development activities as directed.
2. Performs other duties as directed by supervisor.

#### **EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- Bachelor's degree in social work, psychology, counseling, or a related field, and a minimum of 2 years' experience working with individuals affected by homelessness, mental health issues and/or substance use issues.
- Requires general knowledge and belief in "Housing First" philosophy and strategies.
- Possess strong organizational skills with ability to meet a demanding workload.
- Excellent communication skills, particularly listening, mediation, and writing skills.
- Creative thinker/adaptive personality.
- Fluency in the English language is required. Spanish speaking ability is an added asset but is not required.
- Experience with computer and knowledge of Microsoft Office.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- A conviction about the capacity of people to grow and change.
- Must be able to lift at least 50 pounds.
- Self-motivated with an ability to work independently with minimal daily supervision and compassionately engage and build trust with an often-difficult population.

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