

JOB TITLE: Youth System Navigator

Status: Full Time

SUMMARY

Youth System Navigators will support youth and young adults as they move through the system from front-door access to resource referral or stable housing. The Youth System Navigator will connect unaccompanied and/or pregnant/parenting youth under the age of 25 experiencing homelessness or seeking services to resources and support by educating and guiding them through systems of care based on needs, youth choice, and individualized care plans. The Youth System Navigator will work with a team of providers to increase the number of youth and young adults prevented from entering, or moving quickly through, the homeless system into safe housing.

The Youth Navigator program provides an immediate response for youth and young adults experiencing homelessness in Central Florida (Orange, Osceola, and Seminole counties) and offers each youth an individualized safety and service plan, mobile case management, and connections to community-based services. The Youth System Navigator will also develop an extensive resources guide of youth serving organizations and will build positive relationships with community partners to increase collaboration and youth access.

DUTIES AND RESPONSIBILITIES:

- Use housing problem solving to encourage and support safe, empowering, and appropriate alternatives to entering the homelessness services system if possible, and help immediately secure safe and reliable shelter when needed.
- Provide education about youth homelessness and about services available in the region and ensure that youth experiencing homelessness have easy and fast access to our network of services and supports.
- Participate in the HMIS data system for all client tracking and reporting of services.
- Provide targeted outreach to assigned youth serving institutions and communities in efforts to engage and identify youth experiencing homelessness who are eligible for services.
- Collaborate with the Youth Coordinated Entry System Coordinator to match youth with appropriate housing, complete relevant assessments, enter and share data, and participate in case conferences.
- Collaborate with assigned case managers to ensure a smooth transition when housing opportunity becomes available.
- Assist participants in creating and executing individualized short- and long-term goal plans by utilizing evidence-based practices (e.g., motivational interviewing skills; positive youth development, harm reduction, trauma informed care, SMART Goals).
- Screen and assess participants for basic and other needs using the VI-TAY and other community-wide assessments. Provide resources, referrals and linkages to other social service venues and agencies, including shelter as requested and appropriate.
- Attend recommended training and conferences to ensure the development of the

knowledge base, especially related to domestic violence, sexual exploitation, and human trafficking, and provide safety planning and speedy linkage to specialized support services as needed.

- Ensure all services are provided through a positive youth development, cultural sensitivity, trauma-informed, harm reduction, and housing first lens.
- Recruiting youth to participate in the local Youth Action Boards (YAB) and ensure YYA are able to attend meetings.
- Advocate to ensure that authentic youth voice is integrated into all local decision-making processes.
- Participate in relevant CoC meetings including but not limited to Youth System Navigation team meetings and youth housing prioritization meetings.

QUALIFICATIONS:

- Associates degree preferred in a field of human services, or two years of related experience and/or training, or equivalent combination of education and lived experience of homelessness with the willingness to learn and grow skills.
- Experience in providing case management or general support to youth preferred. Requires a valid driver's license with own personal transportation.
- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.
- Passion for combating homelessness, domestic violence, substance abuse, and mental illness.
- Preference for candidates with extensive knowledge of or lived or working experience in one or more of the following systems:
 - - DCS/Foster care, Juvenile/legal, Domestic or intimate partner violence, HIV linkage to care, Healthcare/ mental health care, LGBTQ+, Department of Human Services benefits including SOAR/ SNAP/ TANF, Immigration, Substance abuse

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.