

**Triangle Community Center
Housing Navigator and Diversion Specialist
Job Description**

Triangle Community Center is Fairfield County's leading provider of LGBT programming and resources to nurture growth and connection within the community.

Position Summary: The Housing Navigator and Diversion Specialist will provide support to youth and young adults during the time of crisis, engage with the homeless response system, and assist them with the return to permanent housing in the community. This position emphasizes continuous engagement of individuals and/or families in creative problem solving and light-touch case management in developing an individualized plan to end their housing instability and return to safe, stable housing.

Responsibilities:

- Complete Coordinated Access Network (CAN) assessments for homeless young adults and provide ongoing navigation.
- Maintain organized files and adhere to timely data entry into HMIS, SmartSheet, and/or other data system.
- Proactively engage all clients in creative problem solving to identify and secure safe, viable housing opportunities outside of homeless system.
- Provide ongoing case management services to clients and the LGBTQ community.
- Work with households to collect all personal identification and documentation, income verification, homelessness verification, and disability verification (when applicable) and upload them into the CT Homeless Management Information System (HMIS).
- Conduct extensive outreach to engage the community and build relationships with organizations.
- Proactively form linkages with community providers, including emergency shelter, transitional housing and domestic violence shelters that serve the targeted population.
- Work collaboratively with the CAN staff and team, Navigator Team Leader, and all participating members of Opening Doors Fairfield County.
- Participate in trainings related to best practices and Coordinated Access Network system improvement, including but not limited to diversion, motivational interviewing, trauma-informed care, HMIS, domestic violence.
- General administrative office tasks related to program management as well as tasks delegated by the Deputy Director and Executive Director.
- Travel to Bridgeport and other Fairfield County towns as needed.
- Other duties as assigned.

Qualifications:

- **Spanish speaking strongly preferred.**
- Bachelor's degree required plus three years of experience providing homeless services and/or shared lived experience preferred (experience in case management a plus).
- Experience working with the LGBTQ community; knowledge of and commitment to LGBTQ issues, specifically youth and communities of color.
- Knowledge of CT's CAN and HMIS system preferred.

- Team oriented.
- Strong critical thinking skills.
- Effective oral and written communication skills, including telephone communication.
- Knowledge of, or ability to quickly develop competency with, issues related to homelessness, effective intervention techniques, and basic understanding of mental health and substance abuse issues
- Experience in community outreach, including social networking and online organizing.
- Ability to organize and manage multiple tasks and meet deadlines.
- Self-starter, extremely well organized, detail-oriented, and energetic; Exceptional time management.
- Driver's license with reliable transportation and a clean driving record.
- Background check will be performed prior to start date.

Triangle Community Center is an equal opportunity employer and encourages applications from women, people of color, persons with disabilities, veterans, and lesbian, gay, bisexual, transgender, and queer individuals.

Please submit a detailed cover letter **and** resume to jobs@ctgay.org and include the job title in the subject line.

Benefits include:

- 15 days of PTO
- 10 Paid Holidays
- Paid leave for business days from Christmas Eve to New Year's Day
- Medical (employee contribution)
- Dental (employee contribution)
- Vision (employee contribution)
- Life insurance