



Job Description

Housing Navigation & Stabilization Coordinator (Navigation and Case Management)

Overview:

Category	Information
Job Title	Housing Navigation & Stabilization Coordinator
Division	Adult Residential Services Division
Department (if any)	Transitional Rent
Status	Non-Exempt
Hours	Full Time (40 hours)
Supervisor/ Reporting	Housing Navigation Lead
Supervisory Responsibilities	No

Many Mansions, Adult Residential Services Overview

Many Mansions believes that everyone deserves a place to call home. It is from this belief that Many Mansions strives to provide affordable, quality, services-enriched rental housing for formerly homeless and those of very low income in Ventura and Los Angeles Counties. Our Adult Residential Services Division provides a comprehensive program designed to support residents’ housing stability and help them achieve economic resiliency, self-sufficiency, social integration, and overall improved wellbeing. Our Supportive Services program was built to support previously homeless residents’ transition out of homelessness. The program (operating

according to Housing First principles), provides wraparound, on-site support as well as works with an extensive network of external partners that provide residents with additional resources and services. The Community Services program provides additional support to our low-income households through resources referrals, programmatic support, intermittent case management, as needed, and added programmatic support for all residents and clients. The Transitional Rent program is a new Medi-Cal CalAIM initiative that Many Mansions will implement in the County of Ventura in coordination with the County’s Managed Care Providers (MCPs) and Ventura County Behavioral Health, and in partnership with an extensive network of external partners. It will provide housing navigation, tenancy support, resource referrals, and rent subsidies administration to members of the County’s MCPs.

Position Description (brief):

The Housing Navigation & Stabilization Coordinator provides both **direct housing navigation and tenancy sustaining case management** to Medi-Cal members participating in the Transitional Rent Program, a new CalAIM Community Support implemented in partnership with the County’s Managed Care Plans (MCPs) and Ventura County Behavioral Health.

This hybrid position is responsible for helping clients **locate and secure housing** (Navigation) and supporting housed clients to **maintain stable tenancy** (Stabilization). The Specialist will carry a mixed caseload, with some clients actively searching for housing and others already placed and receiving ongoing tenancy support.

This position works closely with landlords, property managers, referral partners, partner agencies’ case managers, and internal staff to ensure timely placements, accurate documentation, and high-quality, trauma-informed services.

The role is field-based and requires strong problem-solving skills, excellent engagement and motivational skills, compassion, and an ability to navigate complex housing systems while supporting clients with diverse needs.

Essential Job Duties & Responsibilities: To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The duties of the position of Lead Housing Navigator include, but are not limited to, the following:

No.	Essential Duty or Responsibility
1	Provide direct housing navigation services including conducting outreach, comprehensive housing assessments, developing individualized housing support

	plans and budgets, assisting with unit searches, and supporting clients in completing applications and necessary documentation. Provide field-based services , including home visits, community outreach, and accompaniment to housing-related appointments.
2	Support clients overcome housing barriers such as credit issues, rental histories, unfavorable landlords, justice-involved backgrounds, and limited income by providing coaching, advocacy, and resource referrals.
3	Coordinate and facilitate housing placements , including scheduling and supporting unit viewing with the client, conducting habitability inspections, verifying eligibility, coordinating move-ins, and helping with move-in supports and essential needs.
4	Engage, cultivate, and maintain relationships with landlords and property managers , including supporting outreach, unit identification, problem-solving tenancy issues, and providing ongoing communication to ensure successful placements.
5	Provide coaching and education before and after move-in to support long-term housing stability, including coaching clients on lease compliance, budgeting, rent payment, property rules, maintaining their unit, communication with housing providers, and conflict resolution.
6	Provide ongoing case management: Assist clients in accessing ECM, community resources, behavioral health services, employment supports, benefits, and other stabilizing services as needed. Conduct regular home visits and field-based check-ins to identify tenancy risks, intervene early, and support clients in maintaining compliance with lease terms, property rules, and program expectations. Work with clients to increase income by supporting benefits applications such as SS, SSI, SSDI, CalWORKS, CAPI and General Relief and focusing on employment development.
7	Work with MCPs and VCBH to ensure seamless referral processing, service authorizations, care coordination, and communication regarding client progress or challenges. Participate in case conferencing, team meetings, and quality improvement activities to ensure consistent and effective service delivery and contribute to a high functioning team.

8	Maintain accurate and timely documentation , including HMIS entries, case notes, required forms, service authorizations, and billing documentation in alignment with program contracts and DHCS/CalAIM standards.
9	Assist with subsidy administration tasks , including collecting rent verification documents, supporting subsidy calculations, and coordinating with internal staff to facilitate timely payments when applicable. Keep up to date with housing regulations that impact housing.
10	Responsible for maintaining confidentiality and professional boundaries with all clients. Responsible for responding effectively to crisis situations using de-escalation techniques, staying current on crisis team protocols and procedures, and completing and submitting incident reports accurately and promptly.
11	Other duties as assigned.

Work Environment

The nature of the work involves working with homeless, low-income households, individuals, or families. Most of the day is spent in the field networking with landlords, meeting with clients, and taking clients to appointments (including driving clients, when needed). A small portion of each day will be in an office setting. Working with clients in a community or home setting is required. Many of the clients have been homeless and may be accustomed to street culture. Staff may be exposed to profanity or language of a sexual nature and will need to be able to positively redirect residents and to model professional behavior.

Employee may be in contact with individuals and families in crisis who may be ill, using substances, and/or not be attentive to personal health and safety for themselves. Employee may experience several unpleasant sensory demands associated with a resident's use of alcohol and drugs or the lack of personal care.

The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.

They should be comfortable working in a pet-friendly environment.

Moderate to high stress work pace. The environment may have frequent interruptions, time constraints, and emotional distress. Corporate culture is friendly and goal oriented.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Qualifications & Conditions :

Category	Qualification or Condition
<p>Education and Experience</p>	<p>Education and experience in the supportive housing area, mental and behavioral health, social services, social work, case management, or counseling is required. There must be demonstrated knowledge of issues affecting homeless residents with disabilities (mental illness, developmental, etc.) Familiarity with best practices in homeless services, such as Housing First, Harm Reduction, Motivational Interviewing, Strengths-Based Case Management, and Trauma-Informed Care is preferred, as well as strong understanding of transitional housing and rental assistance programs in California preferred. Knowledge of federal, state, and local housing regulations, including HUD, ESG, and Continuum of Care guidelines preferred.</p> <p>This includes, but is not limited to a combination of experience such as:</p> <ul style="list-style-type: none"> • Bachelor’s degree from a four-year college or university in social work, psychology, counseling, or related field; OR 4 years of experience in homelessness and housing field may be substituted for a degree. • Must have at least 1 year of direct involvement in housing navigation programs <i>and</i> 1 year of experience in stabilization/case management. • Experience with programs funded by Medi-Cal, Managed Care Plans, or similar health and housing systems, preferred. <p>Many Mansions welcomes candidates with lived experience.</p>
<p>Communication</p>	<p>Excellent communications skills, including but not limited to, the ability:</p> <ul style="list-style-type: none"> • To speak, write and read English fluently; • To speak, listen, and respond effectively and respectfully with and among staff, agencies, residents, and others; • To engage with persons experiencing homelessness with empathy and a non-judgmental attitude, utilizing culturally responsive approaches. <p>An ability to converse in Spanish is highly preferred.</p>

General Skills	<ul style="list-style-type: none"> ● Must have strong relationship-building skills to connect with landlords and housing providers. ● Must have strong problem-solving skills and the ability to manage complex cases from initial assessment through sustained housing. ● Demonstrated ability to work inter-divisionally and to develop and maintain strong relationships with external agencies is highly preferred. ● Excellent organizational skills, attention to details, and strong documentation skills. ● Must have a strong work ethic and initiative. Must have the ability to thrive in a fast-paced and rapidly growing organization.
Computer Skills	<p>Proficiency in computer and computer applications, including Microsoft Office programs (Word, Excel, PowerPoint, and Outlook) is required. Proficiency with data management programs and the County of Ventura's HMIS program preferred.</p>
Driving	<p>Driving is required for this position. Therefore, the applicant must have the legal ability to drive a motor vehicle in California, proof of a valid California driver's license, and adequate motor vehicle insurance.</p>
Mathematical & Reasoning Skills	<p>Excellent mathematical and reasoning skills. This includes, but is not limited to, the ability to perform basic mathematical skills, the ability to resolve practical problems and deal with a variety of concrete variables in situations where only limited information exists, and the ability to interpret data and/or instructions.</p>
Physical Demands	<p>While performing the duties of this job, the employee is regularly required to sit, drive, use hands to finger, handle, or feel objects, tools and/or controls, talk and hear. The employee is occasionally required to stand, walk, and reach using feet, legs, back, arms and hands. The employee must be able to lift and/or move up to 20-40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.</p>
Other Skills and Requirements:	<ul style="list-style-type: none"> ● Maintain and execute confidential information according to HIPAA standards. ● Have or acquire knowledge of the social service programs and providers within Ventura County.

	<ul style="list-style-type: none">● Knowledge of interviewing and assessment techniques and deescalation and crisis management techniques highly preferred.● Obtain and maintain CPR/First Aid Certification.
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MANY MANSIONS IS AN EQUAL OPPORTUNITY EMPLOYER

Selection will be based solely on merit and will be without discrimination in our employment practices, including compensation, against any employee or applicant because of race, religion, national origin, ancestry, sex, sexual orientation, gender identification, transgender status, sex stereotypes, age, physical handicap, mental disability, medical condition, marital status, domestic partner status, pregnancy, childbirth and related medical conditions, citizenship, and political affiliation or belief.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential duties and functions of the job. If you require accommodation, please make sure to inform the Human Resources Department by the first week of employment. If accommodation is not required at the time of employment, but is later required, you must inform the Human Resources Department of the need for accommodation at the time it is needed.

Certifications

A copy of this Job Description was given to the staff member.

Date: _____

Supervisor or Human Resources

I received a copy of this Job Description.

Date: _____

(Staff Member)