



**METROPOLITAN DEVELOPMENT AND HOUSING AGENCY
HUMAN RESOURCES DIVISION**

**Position Open: March 12, 2020
Position Closing Date: April 3, 2020**

Job Announcement

Position: ENVISION CENTER NAVIGATOR

Salary: \$47,118 - \$61, 257

Under direction of the Director of Recapitalization or his/her designee, actively provide effective intake and service delivery to connect residents in the Napier-Sudekum community to services that ensure pathways to economic self-sufficiency, lifelong learning, and personal development. This position acts as a case manager at the Napier-Sudekum Envision Center, conducting outreach, intake and assessments, and case management for residents in the South Nashville community

MDHA offers competitive salaries and an amazing retirement program.

Our Mission is to create affordable housing opportunities, support neighborhoods, strengthen communities and help build a greater Nashville.

REQUIRED EDUCATION, EXPERIENCE AND LICENSES:

Bachelor's Degree in social work or a related field and two (2) years of relevant experience preferably in social services, workforce development, education, and/or health. Preference will be given to applicants with experience in working with organizations similar to MDHA. Candidates with accreditation earned in foreign institutes are encouraged to apply

ESSENTIAL FUNCTIONS

- Assists the Senior Navigator or his/her designee with development, promotion, and implementation of the Envision Center at Napier and Sudekum.
- Facilitate client intake process by providing initial screening and assessments.
- Assist clients in creating service plans and support clients in goal attainment.
- Provide education and information to clients about resources available at the Envision Center and with community referral partners.
- Connect clients to the appropriate services at the Envision Center and with community referral partners, and conduct follow-through with partners as needed.
- Maintain client case files, conducting data entry and regularly monitoring client outcomes.
- Build and maintain strong relationships with Envision Center partners, including service providers on-site as well as referral partners.
- Participate in client outreach opportunities and community events to build strong relationships with residents and spread awareness about service offerings at the Envision Center.
- Participate in professional development opportunities and cross-training with Envision Center partners.
- Assist MDHA leadership in training Envision Center partners on data entry and reporting expectations
- Carries out other duties as assigned.

OTHER FUNCTIONS

- Performs varied duties in entering and maintaining computerized information;
- Answers phones and directs calls to appropriate staff; answers general inquires;
- Receives, sorts and distributes mail; greets visitors; maintains and searches files;
- Makes appointments and arrangements;
- Obtains and recounts information which requires considerable knowledge of the department;
- Compiles data for statistical, financial or narrative reports;
- Deals with the public and answers questions on matters involving some knowledge of departmental policies and procedures;

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate effectively in all forms of information media with the public, with residents of MDHA housing, with the Board of Commissioners and with departments and agencies of the Metropolitan Government;
- ability to speak effectively in public to large groups;
- ability to write clearly and understandably; ability to plan, organize and direct various programs; knowledge of methods and principals involved in assessing program effectiveness and the ability to make rapid course corrections to ensure program goals will be met;
- knowledge of community resources; ability to establish and maintain effective working relationships with public and private entities;
- ability to work under tight deadlines; strong organizational skills;
- ability to deal tactfully yet respectfully with the public; knowledge of programs and activities relating to urban and community development, public housing, rental assistance, affordable housing, commercial revitalization, and the policies and procedures of MDHA;
- demonstrated ability to form strong and affirming relationships with clients;
- ability to apply Motivational Interviewing principles and operate from a Trauma-Informed Care approach;
- willingness and mental and physical abilities to perform the duties involved in this classification. Skilled use of Microsoft Word, Excel, Outlook and PowerPoint. Working knowledge of photography and photographic equipment.
- Ability to perform work with or without an accommodation that requires sitting, standing, and walking, dexterity of hands and clarity of vision, speech and hearing and powers of observation; other physical duties as required.

EQUIPMENT USED

Personal computer, case management and financial management software, employee's automobile, general office and audio-visual equipment.

SUPERVISION EXERCISED

May supervise the work of interns as assigned by the Director of Recapitalization.

LICENSE REQUIRED

Valid Tennessee driver's license

THE METROPOLITAN DEVELOPMENT AND HOUSING AGENCY IS AN EQUAL OPPORTUNITY EMPLOYER AND HIRES REGARDLESS OF RACE, COLOR, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, GENDER IDENTITY, AGE, RELIGION, AND DISABILITY, GENETIC INFORMATION OR ANY OTHER LEGALLY PROTECTED STATUS.

Apply at www.Nashville-MDHA.org. Upon reviewing all applications submitted for job openings, the Human Resources Office will notify those applicants who are selected for personal interviews. Applicants selected for a position must successfully pass a pre-hire physical examination and drug screen in order to be hired. MDHA is certified by the State of Tennessee as a Drug-Free Workplace

**Metropolitan Development and Housing Agency
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Nashville, Tennessee 37206
www.Nashville-MDHA.org
TDD#252-8599**

To request a reasonable accommodation or assistance with language interpretation, please call 615-252-8550.