



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

**Position Open: July 20, 2020
Position Closing Date: August 3, 2020**

Job Announcement

Position: COVID-19 Resource Navigator

CONTRACT POSITION

Salary: \$47,000 - \$57,000

Under direction of the Director of Recapitalization or his/her designee, serve as a central contact to mobilize COVID-19 resources and facilitate logistics of delivery to MDHA's senior residents across 20 sites. The COVID-19 Resource Navigator will also develop recommendations to support resiliency for MDHA seniors to thrive in a post-COVID-19 environment. This position will operate out of the Envision Center at Napier and Sudekum, leveraging an established partner network to identify available resources.

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:

Bachelors degree in social work or a related field and two (2) years of relevant experience preferably in social services, senior services, and/or health services. Preference will be given to applicants with experience working with organizations similar to MDHA.

Candidates with accreditation earned in foreign institutes are encouraged to apply

ESSENTIAL FUNCTIONS

- Assists the Executive Program Manager or his/her designee with development, promotion, and implementation of programming to support resource connectivity for senior residents.
- Identify Needs
 - Design and implement a needs assessment in collaboration with social service and property management staff at MDHA properties to identify needs and gaps in service.
- Cultivate Resources
 - Conduct an on-going environmental scan to assess resource availability
 - Identify and recruit partners with resources that complement needs and gaps in service.
 - Collaborate with MDHA Grant Writer to pursue funding opportunities as appropriate.
- Connect Senior Residents to Resources
 - Screen senior residents to determine needs, and support other MDHA team members in the screening of residents.
 - Act as a hub to connect identified needs with available resources.
 - Coordinate the mobilization of resources, including delivery logistics in collaboration with social service staff.
- Program Evaluation
 - Track the delivery of resources to senior residents.
 - Develop and facilitate client surveys to assess resource effectiveness.
 - Draft progress reports, as needed.
- Planning
 - Using lessons learned, develop recommendations to support resiliency for MDHA's senior residents in a post-COVID-19 environment.
- Professional Development
 - Maintain knowledge of best practices in protecting seniors from contracting COVID-19.
 - Participate in professional development opportunities and cross-training with Envision Center partners.
- 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;
- 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 principals 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 EXECISED

May supervise the work of interns and other staff 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

**701 South Sixth St.
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.