



Native American Development Center  
2403 East Thayer Avenue Bismarck  
ND 58501  
Tel: (701) 595-5181  
Website: [www.ndnadc.org](http://www.ndnadc.org)

Fargo Downtown Engagement Center  
222 4<sup>th</sup> Street North  
Fargo, ND 58102  
Tel: (701) 936-3258  
Website: [www.ndnadc.org](http://www.ndnadc.org)

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## JOB ANNOUNCEMENT

**Position:** Housing Navigator/Case Manager

**Compensation:** Minimum \$17.00 Per Hour/Willing to Negotiate (DOE&E)

**Hours:** Full-Time (40 hours week)

**Schedule:** Monday – Friday | 8:00 a.m. – 5:00 p.m.

**Status:** Non-Exempt, 90-day probation period

**Benefits:** Medical Insurance/Paid-Time Off/Holiday Pay

**Organization:** NATIVE, Inc.

**Report to:** Operations/Compliance Director

**Location:** Bismarck, North Dakota

**Opening Date:** April 14, 2022

**Closing Date:** April 28, 2022

**SUPERVISION RECEIVED:** Works under the immediate supervision of the Operations/Compliance Director of Native Community Development, Inc. (dba NATIVE, Inc.).

**MISSION STATEMENT:** Our mission is to create safe and inclusive communities within urban areas across North Dakota through affordable housing, culture, education and workforce and economic services. NATIVE, Inc. website: <https://www.ndnadc.org>

**JOB SUMMARY:** Essential functions of this position include intake, assessment, referrals to statewide including Tribal housing and community resources, conduct housing navigation and other supportive services and resources to assist individuals, and housing counseling services.

### DUTIES AND RESPONSIBILITIES

Using a multi-disciplinary set of skills, the Housing Navigator will perform the following essential job functions:

- Provide a problem-solving housing navigation service to individuals seeking any type of housing or shelter, as follows:
  - Conduct coordinated entry and intake for individuals seeking any type of housing or shelter,
  - Conduct assessments for individuals seeking any type of housing or shelter utilizing the Housing Prioritization Tool within the homeless data system,
  - Interact effectively and professionally on tenancy matters with the landlords of the participants,
  - Re-house participants if they are required to move, while maintaining services and supports during the interim period,
  - Provide participants with internal and external resources,



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- Assist participants with the ND Rent Help enrollment process,
  - Assist participants with contacting ND Rent Help representatives and other human service representatives to ensure enrollment of programs,
  - Assist participants with obtaining and sustaining adequate housing based on personal choice based on need, affordability and household size,
  - Assist participants with finding suitable landlords and signing leases,
  - Assist participants with the move in process including the furnishings and basic needs
  - Assist participants with other supportive services including the coordination of transportation services to ensure persons is capable of connecting to apartment searches and other pertinent housing appointments and resources;
  - Coordinate transportation service needs with transportation drivers on behalf of clients; housing navigator may need to accompany participants with transports to appointments when drivers are unavailable dependent on the state of urgency and importance of appointment;
  - Provide coordinated care and case management, as follows:
    - Conduct face to face coordinated care plans includes goal setting, objectives and activities to reach housing stability
    - Establish crisis plans and risk assessment plans with each individual being supported in housing, and cater housing supports relative to the information collected from these plans
    - Engage in motivational interviewing and active listening
    - Use a range of engagement and change motivation techniques with participants that may miss appointments or withdraw during engagement
    - Prepare complete documentation and case notes for each participant
    - Enter client information, case notes, and action plans into programmatic databases in a timely manner per program requirements
    - Demonstrate a person/client centered approach during client interactions, when writing case notes, or collaborating with staff and outside resources
    - Make referrals for other services when appropriate based on client's goals and identified needs
  - Provide participants with or access to life skills development programs and resources including strategies to increase their independence and inter-dependence “how to ask for help” (i.e., how to set up appointments; track, manage and attend appointments; budget and money management tools and strategies for paying bills, saving to buy a vehicle; schedules for cleaning and doing laundry; using the transportation system; proper etiquette for engaging with other professionals)
  - Collaborate with NATIVE, Inc. care coordinators, peer support specialists, and other staff to streamline care for clients
  - Complete training for ND Rent Help, homeless programs and housing counseling, as assigned



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- Provide rental housing counseling and assist participants in obtaining financial capability
  - Provide advocacy for fair housing between landlord and tenant
  - Assist participants with obtaining stable, long-term housing
  - Conduct home visits when necessary
  - Assist with updating the housing portion of the community resource guide
  - Take the initiative in building housing networks with landlords, other housing navigators, and other members of the homeless coalition
  - Participate in regional homeless coalition meetings
  - Collaborate with homeless program administrator(s) and finance officer to appropriately disperse funds to support participants with successful housing transition and/or placement or referrals

The Housing Navigator must be able to fulfill her/his duties in accordance with the service orientation of a Housing First approach, including:

- Housing as the first essential step, without any requirements for sobriety, participation in treatment, medication protocol, compliance, or demonstrated “housing readiness”
- Reducing harm to the individual and broader community
- Remaining non-judgmental in behaviors, practices, beliefs and actions of service participants
- Promoting and empowering meaningful choices and service access options, as well as allowing the participant to influence the type, duration, frequency and intensity of supports
- Absence of coercion, tricks or contracting
- Supporting greater independence over time
- Professional relationship without dependency that supports “doing with” instead of “doing for”
- Expressing empathy and positivity
- Remaining future oriented, not anchored to past events, with a strong sense of promoting hope and possibility in a realistic manner
- Transparency and disclosure of information with the participant using full informed consent
- Balancing the needs of the client, community and landlord in each situation

Perform other duties as assigned. This job description is not intended to be all-inclusive, and the employee will also perform other related duties as assigned by the Operations/Compliance Director.

**MINIMUM QUALIFICATIONS:**

- Must have at least a two-year degree in human services, criminal justice, or relevant field.
- Must have at least four years of housing or human service experience.
- Must have a valid driver’s license.



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### **PREFERRED QUALIFICATIONS:**

- Bachelor's degree in human services, criminal justice or related field.
- HUD Housing Counseling Certification (preferred).
- Teaching/Facilitating experience (preferred).

### **KNOWLEDGE, SKILLS, & ABILITIES:**

- Must possess enthusiasm about making positive change for people.
- Must demonstrate professionalism in managing difficult people and situations.
- Must be able to demonstrate the ability to identify and address problems.
- Must exhibit competence in identifying and interpreting needed areas of assessment.
- Must demonstrate emotional intelligence skills for handling difficult people and situations.
- Ability to exhibit patience and engage and develop trusting relationships with clients.
- Must display sensitivity regarding personnel matters and the ability to participate effectively in short and long-range planning.
- Must demonstrate knowledge of various resources in the Bismarck-Mandan community.
- Ability to provide education to the public on issues of homelessness amongst Native Americans and other marginalized populations.
- Ability to be flexible, creative and persistent with problem solving and follow through until caseloads are resolved.
- Must exhibit organization skills and the ability to multi-task and prioritize.
- Must demonstrate the ability to maintain confidentiality.
- Must demonstrate strong organizational and coordination skills.
- Must demonstrate creativity and self-starter.
- Ability to work at all levels of the organization and develop a rapport with colleagues, partners, constituents, and employees.
- Energized, challenged, and inspired by working in communities of diversity.
- Excellent communication skills (written and verbal).
- Ability to learn new programs as needed.
- Must have experience working in a professional setting.
- Must have strong interpersonal skills.
- Must be culturally competent and respectful in working with Native Americans and working with other diverse backgrounds, persons with disabilities, mental health, and/or persons with addictions.
- Must have strong computer and Microsoft office software experience.

### **PHYSICAL & ENVIRONMENTAL REQUIREMENTS:**

- Handle multiple tasks and priorities in a high paced environment.
- Extended periods of sitting, standing, stair climbing, and light lifting to 10 lbs.



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- Responding promptly in late-night hours may be required on occasion.
  - Travel for training may be required on occasion.

## EQUAL EMPLOYMENT OPPORTUNITY

NATIVE, Inc. does not discriminate based on race, color, national origin, sex, genetics, religion, age or disability in employment or the provisions of services and complies with the provisions of the North Dakota Human Rights Act except as allowed by the Indian preference provision of the civil rights act of 1964, as amended. Applicants must be legally authorized to work in the United States. Drug Free Workplace. No relocation available. Employment offers are contingent upon successful completion of a background check. Applicants are responsible for providing proof of enrollment of a federally recognized tribe **if Indian preference is claimed**. Failure to provide proof will result in loss of Indian preference in employment. Applications and required supporting documents received after the closing date and time of a job posting will NOT be considered. Upon selection of employment, applicants are responsible to obtain and complete a Transcript Request Form from the last institution attended.

**APPLICATION DEADLINE:** Employment application and required documentation must be submitted to NATIVE, Inc. **by 11:59 p.m. (CST) on the closing date—April 28, 2022**.

### QUESTIONS:

Please contact Tania tel: (701) 557-7311

### TO APPLY:

1. Go to NATIVE, Inc. website: <https://www.ndnadc.org/jobs> and download and complete the employment application or stop by and pick up an employment application at the Native American Development Center.
2. Submit completed employment application, a copy of resume, copy of transcripts (if in current degree program) or a copy of highest degree/certifications obtained, and a copy of tribal enrollment (if Indian preference is claimed).

### TO SUBMIT:

1. Drop off at the Native American Development Center: 2403 E. Thayer Avenue Bismarck, ND 58501.
2. Mail to: Native American Development Center c/o Human Resources: 2403 E. Thayer Avenue Bismarck, ND 58501.
3. Fax to: Attention: Tania (701) 751-0256
4. Scan/Email to Tania at [Tania@ndnadc.org](mailto:Tania@ndnadc.org)



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