



NISQUALLY INDIAN TRIBE

Classification Title	Resource Navigator
Department	Housing
Status/Pay Range	Regular, Full-Time, Non-Exempt A-18
FUNDING SOURCE	800025-1070 and 13215-1070

GENERAL SUMMARY

The Housing Resource Navigator provides services at the Nisqually Tribal Housing Department to assist Tribal Members and Tribal Community Members participate and fully understand all housing programs. The position will help individuals navigate resources to overcome barriers and ultimately achieve their goals. This position performs a variety of administrative/secretarial support activities for management with limited supervision.

This position ensures the confidentiality, security, and accuracy of records, and promotes positive employee, customer, tribal and tribal community relations. Strong written and verbal communication skills are required and outstanding customer service to fellow employees, customers, vendors, etc. is expected. Regular attendance is required, and on occasion, later hours or weekend time may be required with project deadlines and a neat well-groomed professional appearance is essential at all times.

PRIMARY RESPONSIBILITIES

Primary responsibilities are the basic job duties that an employee must be able to perform. This list of responsibilities is intended to be representative of the duties performed within this classification. The omission of a function does not preclude management from assigning duties not listed if such duties relate to the position.

- Screens phone calls and visitors, directing to appropriate staff or department when necessary; provides information requiring comprehensive knowledge and may interpret department policy, procedure, and operations (HUD and NITH programs).
- Create a welcoming environment to greet individuals seeking assistance, and work to establish a relationship with each individual using a person-centered approach.
- Opens and reviews all incoming mail to determine appropriate disposition, answers inquiries and drafts correspondence on own initiative on general and technical matters in accordance with established guidelines and forwards other items to supervisor or appropriate staff.
- Acts as primary contact for department with outside agencies or other departments; responds to technical administrative questions and ensure necessary follow-up.
- Work with individuals and families to build relationship and work on resource navigation, document collection, and barrier mitigation.
- Research and navigate resources that promote long-term stability in housing, including but not limited to, employment support, benefits eligibility and access, healthcare access, mental and/or behavioral health referrals.
- Assist individuals to secure access to resources, removing barriers as much as possible.
- Serve as a liaison between the individual and the systems they are accessing, as necessary.
- Accept, track, file, and maintain applications for all tribal housing programs (including software database).
- Act as a housing advocate and support service for individuals who are accessing housing needs.
- Always maintain confidentiality.
- Work collaboratively with other departments, program, and/or outside agencies who are

- assisting the individual meet their goals (social services, shelter providers, etc.).
- Participate in trainings and/or meetings to ensure program outcomes are achieved.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience

- Must be eighteen (18) years of age.
- High School Diploma or GED equivalent.
- Experience with professional computer skills and software databases.
- Must possess a valid Washington State Driver's license and maintain a driving record that meets the minimum requirements established by Nisqually Indian Tribes vehicle insurance provider.
- Successfully pass a pre-employment drug screen and criminal background check.
- The ability to work with vulnerable populations including adults and children.
- Must pass a State and National (FBI) criminal history background check prior to employment.
- Strong written, verbal, and interpersonal communication skills.

PREFERRED QUALIFICATIONS

- Knowledge of the Nisqually Indian Tribe's history, customs, traditions, and ability to demonstrate cultural sensitivity.
- Experience working with Federally Recognized Tribes.

SUPERVISION

This position does not supervise.

COMPETENCIES

Possesses the knowledge, skills, and abilities to successfully perform the primary responsibilities of the position.

- Nisqually community and culture.
- HUD regulations and requirements.
- Federally assisted housing programs.
- Local and state housing resources.
- Written and oral communication.
- Networking and collaboration with departments.
- Work as a team player with staff.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this position. While performing the duties of this position, the employee is frequently required to stand; walk; use hands to finger; handle; feel; or grip objects, stretch and/or reach with hands and arms; stoop; crouch or work in cramped or awkward positions; repetitive motions. This person may regularly lift and/or move up to 30+ pounds. Specific vision abilities required by this position include close vision, distance vision, depth perception, and ability to adjust to focus.


Willie Frank III, Chairperson
Nisqually Indian Tribe

10-19-23
Date of Tribal Council Approval