



Transforming Lives & Communities in the "D."
One Home at a Time
Community & Home Supports
3031 West Grand Blvd. St., Suite 470
Detroit, MI 48202

Job Title: Outreach Navigator

Hours: 37.5 hours per week

FLSA Status: Salaried (non-exempt)

Reporting Relationship: Matthew Tommelein

General Job Description:

This position is responsible for providing housing-focused Street Outreach engagement, coordinated entry support, and case management services to individuals and households experiencing homelessness. Responsibilities include conducting field-based outreach, completing assessments and service planning activities, assisting participants with accessing housing and supportive resources, maintaining accurate HMIS and program documentation, and coordinating services with shelters, healthcare providers, behavioral health agencies, landlords, and community partners. The position utilizes Housing First, trauma-informed, and low-barrier engagement practices to support rapid connection to shelter, housing, and supportive services while ensuring compliance with ESG, coordinated entry, and HUD program requirements. Additional responsibilities include participation in outreach operations, encampment response activities, case conferencing, training, community coordination efforts, and other duties necessary to support effective Street Outreach and housing navigation services.

Qualifications:

Minimum of a Bachelor's Degree preferred. Candidates that are certified with the State of Michigan as a Peer Support Specialist, those who have lived experience being homeless, and those with extensive experience working directly with individuals and families who are homeless; persons diagnosed with mental health, substance abuse or other trauma-related diagnoses; landlord/tenant laws, and public policy are also welcome to apply.

Duties and Responsibilities:

- Conduct field-based outreach engagement with individuals experiencing unsheltered homelessness in encampments, vehicles, abandoned structures, and other places not meant for habitation.
- Implement housing-focused Street Outreach practices utilizing trauma-informed, low-barrier, and progressive engagement approaches.
- Complete assessments, housing-focused service planning, coordinated entry activities, and case management services for program participants.
- Assist participants with obtaining identification, benefits, transportation, housing resources, and connections to mainstream and supportive services necessary to support housing stability and permanent housing placement.
- Coordinate services with outreach teams, shelters, CAM staff, healthcare providers, behavioral health agencies, landlords, and community partners to support housing-focused engagement and avoid duplication of services.
- Maintain collaborative relationships with shelters, coordinated entry staff, service providers, and community partners to support continuity of care, service coordination, and housing placement efforts.

- Operate agency vehicles safely and in accordance with agency policies while conducting Street Outreach, participant transportation, housing navigation, and community-based service activities.
- Maintain flexibility to work outside of normal business hours, including evenings, weekends, holidays, emergency response operations, encampment response activities, and severe weather outreach as required by program and community needs.
- Maintain accurate and timely documentation, assessments, case notes, coordinated entry records, and HMIS data entry in accordance with program, HMIS, and funding requirements.
- Assist with case audits, data quality activities, and compliance monitoring related to program operations, coordinated entry, and HMIS requirements.
- Maintain a working knowledge of federal, state, and local homelessness regulations, including ESG, coordinated entry standards, Housing First practices, and HUD supportive service requirements under 24 CFR §578.53.
- Attend required trainings related to Housing First, outreach engagement, HMIS, safety protocols, coordinated entry, trauma-informed care, and regulatory compliance standards.
- Participate in team meetings, case conferencing, supervision, and community coordination meetings related to Street Outreach, housing placement, coordinated entry, and supportive service delivery.
- Review participant cases with supervisory staff prior to case closure to ensure documentation quality, regulatory compliance, service coordination, and housing-focused outcomes.
- Support outreach operations during encampment responses, extreme weather events, and other community-based outreach activities as assigned.
- Perform additional duties commensurate with program needs, experience, and assigned responsibilities.

Working Conditions:

Environmental conditions:

- Moderate noise (i.e., business office with computers, phone, and printers, light traffic).
- Ability to work in a confined area.
- Ability to sit at a computer terminal for an extended period.

Physical requirements:

- While performing the duties of this job, the employee is regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard, reach, stoop, kneel to install computer equipment.
- Specific vision abilities required by this job include close vision requirements due to computer work.
- Light to moderate lifting in required.

Accommodation(s):

As appropriate and fiscally reasonable.

The above job description is for general informational purposes only and is not intended to be all inclusive or limiting as to specific duties. The Agency reserves the right to modify, interpret, or apply this job description in any way the Agency desires and in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying the position. The described job requirements are subject to change to reasonably accommodate qualified individuals with a disability.

This job description is not an employment contract, implied or otherwise and any employment relationship remains “at-will.”

Community & Home Supports is proud to be an equal employment opportunity and affirmative action employer. We celebrate diversity and do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, veteran or disability status, or any other applicable characteristics protected by law.



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Contact:

Send current résumé, cover letter, and references as attachments by email or US Post to:

ATTN: Human Resources
Community & Home Supports, Inc.
3031 W. Grand Blvd. Suite 470
Detroit, Michigan 48202

EMAIL: resume@chsinc.org

(Please reference position title only in the subject line)