

## CERA Navigator – Temporary Position One Roof Community Housing

Department: Lending Reports to: Lending Director  
Weekly Hours: 32 Duration of employment: April to December 2021; possibility to renew  
Compensation: \$15/hour Employment type: Full-time, non-exempt, temporary employee  
Date Reviewed: 3.16.2021 By: Administrative Director & Lending Director

The Minnesota Housing COVID-19 Emergency Rental Assistance (CERA) program provides rental housing assistance to prevent homelessness and help maintain housing stability of individuals and families impacted by the coronavirus pandemic. This federally funded program will assist low-and moderate-income renter households across the state of Minnesota that have been financially impacted directly or indirectly due to COVID-19 and are at risk of homelessness or housing instability as a result.

One Roof is a Field Partner for the CERA program. Field Partners are nonprofit and community partners funded by Minnesota Housing to provide navigational services and outreach to reach households least likely to apply to the program.

**Position Overview:** The CERA Navigator is responsible for helping applicants who need additional assistance in working through the application process for CERA funds. The work done through this temporary position will directly impact the work that One Roof is doing to help make home a better place for individuals and families in our community.

### **Principal Duties and Responsibilities**

#### **Support for CERA program work including:**

- Direct service assisting applicants with CERA fund application process.
- Administrative tasks associated with One Roof's role as a field partner.

#### **Other duties as assigned.**

#### **Supervision Received:**

The Lending Director supervises this position and supervision is regular.

#### **Supervision Exercised:**

None.

#### **Qualifications & Skills:**

##### **REQUIRED:**

- Mission-Oriented: Committed to our mission of enriching lives and communities one home at a time and our vision of communities where everyone has access to sustainable and affordable housing.
- Excellent communication, writing, and customer service skills
- Computer skills, including experience with Microsoft Office Suite
- Excellent record keeping and organizational skills
- Ability to handle multiple tasks in an often busy environment
- Excellent communication skills, written and verbal, including ability to work with diverse people.
- Ability to appropriately handle confidential and sensitive information.
- Ability to handle conflict and work with clients in crisis.
- Cultural Responsiveness and Experience with Underserved Communities: Experience working with underserved communities including low-income families and/or individuals. Cultural self-awareness and a demonstrated ability to work across cultural differences with empathy and sensitivity.
- Commitment to Equity and Inclusion: A proven commitment to social justice.