



## Job Description

**Position:** LGBTQ Youth Navigator

**Reports to:** Director of LGBTQ Navigation Services

**Location:** Cleveland, Ohio

**Hours:** Full-time, Monday through Friday 9am to 5pm – some weekends

### Job Summary:

The Northeast Ohio Coalition for the Homeless (NEOCH) is seeking applicants for its fulltime LGBTQ Youth Navigator. NEOCH is a 501(c)(3) nonprofit with a mission to eliminate the root causes of homelessness while loving our diverse community through organizing, advocacy, education, and street outreach. NEOCH seeks to be an anti-racist and pro-LGBTQ organization that recognizes diversity and inclusion as essential components of our mission and vision. Our work towards ending homelessness and achieving housing justice cannot be separated from the fight for racial, gender, economic, and social justice. We are unapologetically committed to centering the voices of impacted communities, amplifying their stories, and advocating for their liberation.

LGBTQ Youth Navigator will work with young adults experiencing homelessness and housing insecurity. They will connect with the youth/young adult to eliminate barriers to housing, provide linkage to supportive services, and offer support to the individual to meet their immediate needs. Moreover, the Navigator will provide services through person centered accompaniment and relational outreach that centers the individual to chart a pathway out of shelter and into safe permanent housing. This position will work collaboratively with other agencies as part of the Youth Homelessness Demonstration and other homeless service providers to provide a community of support to young adults experiencing homelessness. Through this network, the navigator will build a stability plan with clients, eliminate barriers, provide linkage to supportive services, and offer support with accessing temporary and permanent housing.

### Responsibilities (including but are not limited to):

- Providing face-to-face contact with youth and young adults, who are homeless with a special emphasis on unsheltered, throughout the City of Cleveland and Cuyahoga County .
- Building relationships with individuals experiencing homelessness, providing basic needed items, and encouraging individuals to enroll in services for housing, victim support, healthcare, and other identified needs.
- Providing crisis intervention, service coordination, skill building, and family education with sensitivity in relating to persons of varying backgrounds, especially those identifying as LGBTQ.
- Using motivational interviewing to encourage self-agency and acceptance of services.
- Assessing people experiencing homelessness for safety, mental health, substance abuse, trauma, and victimization.
- Connecting individuals to services for healthcare, treatment, housing, and trauma healing, as needed.
- Providing real time follow-up aimed at establishing linkage to appropriate and necessary services while managing a caseload of 10 to 25 clients, depending on needs.
- Advocating for clients' access to community resources and services, ensuring that needs are met, and rights are maintained.
- Utilize a harm-reduction, trauma-informed, housing first model when working with youth and young adults.

- Consulting and collaborating with community providers to ensure continuity of care
- Completing data collection and documentation to assist in program evaluation.
- Attend and participate in all required program meetings including; program coordinator meetings, weekly supervision with LGBTQ+ Navigation Director, weekly consultation with partners and all staff meetings.

**Qualifications:**

- High School Diploma/GED, lived experience with homeless systems and or a minimum of three years equivalent work experience
- Experience with Microsoft Suite, data entry and documentation
- Excellent oral, written, and organizational skills with attention to detail.
- Ability to lift and carry supplies up to 30-50 pounds.
- Training in trauma informed care, conflict resolution, and harm reduction models
- Proven experience working with the public, developing, and maintaining excellent relationships
- Experience working with low-income individuals and/or those experiencing homelessness
- Experience working with homeless individuals and LGBTQ+ preferred
- Ability to work flexible hours in times of need, including weekends and evenings
- Experience and ability to authentically engage young people
- Awareness of and adherence to strict boundaries and professional ethics in the care of others
- Belief in the principles of self-determination, social justice, and equity
- Bilingual English/Spanish, preferred
- Ability to provide own transportation (Milage Reimbursement provided)

**Compensation:** Salary \$40,000 (exempt)

**Benefits:** Health, dental, vision and disability/life insurance available,  
10 vacation and 10 PTO days, paid holidays.

NEOCH seeks to dismantle systems and forms of oppression- racism, sexism, heterosexism, transphobia, classism - and we embrace cultural diversity. We are an equal opportunity employer.

All interested candidates should send their resume and cover letter to [jobs@neoch.org](mailto:jobs@neoch.org) by May 10, 2024.