



Position Description
Housing Pathways Resource Navigator

Title: Housing Pathways Resource Navigator	FLSA: Non-Exempt
Wage Range: 32	Reports To: Housing Program Lead
Last Update: August 2025	Type: Full Time

Summary

The Pathways Resource Navigator supports individuals and families navigating poverty and housing instability by supporting them in accessing vital resources and services. Using the Pathways Community HUB model, the Navigator identifies client needs, opens and monitors specific service Pathways (such as housing, transportation, utility assistance, and medical care), and develops care plans with clients and providers, based on their self-identified goals and needs, to achieve sustainable outcomes.

As a member of the Housing Program team, the Resource Navigator helps reduce barriers to housing and enhances overall well-being for residents across Lewis, Mason, and Thurston Counties. The Resource Navigator will work in accordance with the training provided by the Pathways Model to eliminate or mitigate barriers to health and social services as identified through the client intake assessment. This results-oriented program tracks success by the completion of Pathways-defined care plans that connect clients with needed support and measures their progress over time.

Typical Work:

- Conduct intake assessments to identify client strengths, needs, and eligibility for services.
- Open and manage Pathways such as housing, food security, behavioral health, utilities, and employment.
- Support clients with resource navigation to secure and maintain housing through advocacy, eviction prevention, application assistance, and coordination with landlords and service providers.
- Help maintain culturally responsive and trusting relationships with clients to support continued engagement for long-term success.
- Educate clients about available community resources and how to navigate housing and social service systems.
- Maintain timely and accurate documentation of all client interactions and Pathway milestones in program databases.
- Conduct regular follow-ups via home visits, phone calls, or in-community check-ins to track client progress and ensure Pathway completion.
- Work collaboratively with Housing and Energy Program staff, health and social service providers, and community partners.



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- Maintain a minimum caseload of 45 active clients, with regular opening and closing of client files promptly. Caseload may be higher depending on risk category and needs of individual clients.
- Complete all documentation and case file updates within 3 working days, with urgent issues being entered within 1 business day.
- Attend team meetings, staff trainings, and participate in continuous quality improvement activities.
- Uphold all confidentiality and data privacy requirements in alignment with HIPAA, HITECH Act, and agency policies.
- Must complete Pathways training and practicum before working independently with clients.
- Must participate in 75% or more of Community of Practice sessions and ongoing HUB-required training (HIPAA, CHW Foundations, Mandatory Reporting, etc).
- Must follow agency safety policy and procedures when conducting home or field visits, including supervisor notification and adherence to incident protocols.
- Other duties as assigned.

Program-Specific Compliance

This position must follow all requirements outlined in the Community Care Hub Pathways Policies and Procedures Manual, including data privacy standards, documentation practices, mandatory reporting, participation in Community of Practice meetings, and supervisor engagement in ongoing quality assurance.

Qualifications:

Minimum Requirements:

- High school diploma or GED.
- Familiarity with housing challenges, systemic barriers, resources, and services in Lewis, Mason, or Thurston Counties.
- Strong communication, problem-solving, and interpersonal skills.
- Ability to work independently, manage time effectively, and maintain accurate records.
- Proficiency with computers, data entry, and basic software applications.

Preferred Qualifications:

- Experience in case management, housing navigation, social services, or community-based resources.
- Completion of Community Health Worker (CHW) training or willingness to complete within 6 months of hire.
- Bilingual (especially Spanish/English) skills are strongly preferred.



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- Experience with the Pathways Community HUB model or similar care coordination systems.
- Understanding of trauma-informed care, motivational interviewing, and social determinants of health.

Additional Requirements:

- Valid Washington State driver's license and access to reliable transportation.
- Ability to travel throughout assigned territory, including Lewis, Mason, and Thurston Counties.

Knowledge and Abilities:

Decision Making:

- Able to analyze, evaluate, and synthesize information is essential for making informed decisions.
- Able to think creatively to identify unique and effective choices.

Time Management:

- Proficient in time management techniques to consistently meet deadlines.
- Able to handle multiple tasks simultaneously

Organization:

- Efficiently organize assignments, establish priorities, and manage workloads independently.

Communication:

- Uses active listening techniques by listening attentively to others, considering their input, and asking clarifying questions can lead to better-informed decisions in group settings.
- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, races, diverse socio-economic, ethnic, religious, and education backgrounds.
- Work cooperatively and be able to exchange information with other organizations and agencies as appropriate.

Adaptability:

- Understanding of adapting to changing work environments. Prioritize tasks and adapt quickly to evolving organizational needs, ensuring efficient task completion.



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Emotional Intelligence:

- Understanding your own emotions, biases, and preferences is crucial for making unbiased decisions.
- Recognizing and understanding the emotions and perspectives of others is essential, especially in interpersonal and group decision-making contexts.
- The ability to manage your emotions and stay calm under pressure is important for making rational decisions

DEI (Diversity, Equity, and Inclusion):

- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing, and sustainability.

Engage in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be able to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Able to constantly operate a computer and other office productivity machinery like copiers and computer printers.
- Able to communicate verbally and in writing with others.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes an office environment which is usually quiet. The standard agency work schedule is Monday through Thursday 7am to 5:30pm.

Benefits

CACLMT offers an excellent benefit package of medical, dental, vision, life insurance, long-term disability and a 401(k) for employees who work 20 or more hours per week. CACLMT has paid



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time off benefits include, 11 paid holidays, generous vacation at up to 120 hours per year, and sick leave accrual up to 10 hours per month with a carryover of up to 520 hours

Acknowledgment

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Employee Signature

Date