



Sarah's Inn is a community-based non-profit organization whose mission is to improve the lives of those affected by domestic violence and to break the cycle of violence for future generations. Our services and initiatives focus on ending relationship violence through domestic violence crisis intervention, community education, and violence prevention programs for youth.

Job Title: Housing & Employment Navigator

Department: Intervention

Reports To: Housing Program Supervisor

FLSA status: Exempt/Full-time

Position Summary: Provide services include housing navigation, employment navigation, collaborative partnership, crisis intervention, emotional support, safety planning, general and legal advocacy, referral, domestic violence education, and support and education group services to families impacted by domestic violence. In addition, provide the Housing Program Team support with entering families into other available housing options (CE, SRN, etc.)

Essential Duties and Responsibilities: Other duties may be assigned.

Provide comprehensive and quality services to support victims of domestic violence and their families.

- Organize and prioritize daily services and responsibilities to ensure that client needs are met.
- Ensure professional relationships with clients to create an atmosphere of empathy, safety and support.
- Attend staffing meetings with Housing Forward staff, as needed, to case manage. If not directly seeing the family for services (i.e. being seeing by SI Counselors or Spanish speaking staff) be informed of updates, progress, and anything needed by the family for these meetings.
- Maintain accurate and current information regarding issues and policies impacting clients and their families.
- Coordinate responsibilities with team members, including Housing Forward staff, to ensure client needs are met.
- Update client files in a timely and accurate manner.
- Update client case notes and service codes in a timely and accurate manner.
- Achieve productivity expectations pertaining to service hours.
- Maintain knowledge of internal organizational guidelines and protocols.
- Work effectively with Intervention interns and volunteers.
- Provide coverage on the 24-hour crisis line during business hours (will be assigned shifts) and assistance with on-call (see below).

Assist qualifying clients with Housing Navigation

- Assist participants in their housing search, including applying for apartments, negotiating with potential landlords and accompanying participants to apartment viewings as needed.
 - Assist participants with housing applications including preparing/obtaining any needed documentation and tracking application status.
 - Advocates on behalf of participants to expedite their access to housing.
 - Arranges for timely inspections and landlord corrective actions
 - Determines rent reasonableness for inspected units prior to rental assistance and lease approval for Safe Bridge Project Participants
 - Explains and reviews the lease and sublease agreement with the incoming participant(s)/sub-tenant
 - Works with case managers to address any emerging issues related to housing and
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community adjustment

- Conducts outreach and expands access to housing by cultivating relationships with property owners and management companies and connecting with landlords via neighborhood outreach, Internet search, and networking events.
- Develops expertise in available affordable housing sites and housing subsidies
- Attends collaborative meetings and networks with other agencies and coalitions

Assist qualifying clients with Employment Readiness

- Serve as the primary liaison for Sarah's Inn's employment partnerships by coordinating collaborations with staffing agencies, employers, and workforce development organizations. Coordinate employment readiness presentations, conduct client outreach to schedule and confirm participation, follow up on appointments and employment referrals, and maintain tracking systems to monitor client engagement, employment progress, and partnership outcomes.
- Develop individualized employment plans with clients by identifying career goals, employment barriers, and measurable steps toward obtaining and maintaining employment.
- Build and maintain a comprehensive database of employment resources, including job leads, workforce development programs, vocational training opportunities, educational resources, and community employment partners.
- Develop, cultivate, and expand strategic partnerships with employers, staffing agencies, educational institutions, workforce development organizations, and community partners to increase employment opportunities and supportive resources for survivors of domestic violence

Assist qualifying clients with the Statewide Referral Network (SRN) System.

- Complete training on the Statewide Referral Network System and how to utilize it to access housing services for clients. Enter eligible families into this system and continue to coordinate and follow-up with them as they wait for placement and advocate for them if needed after placement.
- Work with the Housing Program Staff and the Advocacy and Counseling Team to coordinate clients needing housing through the SRN System.
- Work with Sarah's Inn staff to enter their clients into the Statewide Referral Network System.
- Attend meetings and trainings pertaining to Sarah's Inn Statewide Referral Network System.

Assist qualifying clients with the Coordinated Entry (CE) System.

- Complete training on the Coordinated Entry System and how to utilize it to access housing services for clients. Enter eligible families into this system and continue to coordinate and follow-up with them as they wait for placement and advocate for them if needed after placement.
- Work with the DV CE Coordinator and the Advocacy and Counseling Team to coordinate clients needing housing through the CE System.
- When needed, work with Sarah's Inn staff to enter their clients into the Coordinated Entry System.

Build and enhance community relationships.

- Represent the organization with professionalism at community meetings and events, and demonstrate diplomacy and tact in all interactions with various system representatives and community partners.
 - Participate and provide leadership on various external committees, task forces, and councils as assigned.
 - Collaborate with other community and county agencies on behalf of the clients we serve.
 - Develop and maintain partnerships with community programs that are in line with the mission of Sarah's Inn.
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Participate in the on-call rotation for crisis line in order to support crisis line volunteers and clients (if exempt/full-time).

- Provide back-up support using the on-call phone for the crisis line off hours (evenings, nights, and weekends) for a week-long shift. Position could have up to 4 week-long shifts a year.
- Ensure support of volunteers who are on the line. Providing coverage if needed, answering questions, providing guidance, and taking over when clients are in need of support only staff can approve (hotel stays, transportation, food, etc.).
- Texting shift reminders to the volunteers who are scheduled.
- When on-call, responsible for responding to text line requests. The text line is directly linked to the on-call phone.
- Provide prompt feedback about concerns or successes during the on-call shift to the Volunteer and In-Kind Coordinator.
- Responsible for understanding and implementing the on-call and financial assistance procedures including awareness of technology used and troubleshooting as needed.

Educate community members and professionals about domestic violence and Sarah's Inn services.

- Provide community education presentations and professional trainings.
- Participate in community awareness events.
- Provide internal training to staff, volunteers, and interns.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Location and Schedule: Base site is at Sarah's Inn's program office in Forest Park, however travel to Safe Bridge clients' homes is expected. In addition, meeting with clients and staff of Housing Forward at their location in Maywood, IL. Overall, this position is Monday through Friday during normal business hours, however there will be exceptions requiring evening and weekend hours (i.e. for Client or Sarah's Inn Events, outreach events, on-call duties, and if housing clients are experiencing an emergency).

Education and/or Experience:

- BA degree and/or equivalent experience required
 - One year or more experience providing direct service advocacy on behalf of victims of domestic violence and their families and/or on behalf of victims of community violence preferred.
 - One year or more experience in working with homeless populations and HMIS and coordinated entry systems preferred.
 - One year or more experience providing counseling, advocacy, and/or case management services to families (volunteer and internship experiences included).
 - Completion of an Illinois Certified 40-Hour Domestic Violence Training preferred or required to complete within two months of employment.
 - One year or more experience in developing and cultivating partnerships.
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Knowledge and Skills:

- Excellent oral and written communication skills.
- Excellent organizational skills.
- Fluency in Spanish, oral and written, preferred.
- Demonstrated computer experience.
- Knowledge of victims', children and youth issues specifically related to domestic violence.
- Knowledge of victim and witness' issues specifically related to community violence.
- Demonstrated ability to prioritize and handle a variety of tasks, and meet established deadlines.
- Ability to develop and maintain positive relationships with a wide variety of people, including but not limited to board members, staff, volunteers, interns, government officials, community partners, organizational donors and media.
- Commitment to and experience in working with people from diverse cultural, ethnic, socioeconomic backgrounds.
- Ability to work some evening and weekend hours.
- Valid driver's license, access to a reliable car with current insurance.

Success Factors/Job Competencies:

- Integrity & Ethics – models SAI Vision, Mission & Values
- Customer Focus – demonstrates commitment to customer
- Collaboration & Teamwork – embraces an inclusive workplace
- Quality – produces quality work product
- Innovation/Continuous Improvement – finds new and better ways of doing things
- Job Knowledge – demonstrates a clear understanding of and executes roles and responsibilities
- Time Management/Productivity – manages time and resources effectively
- Problem Solving/Decision Making – demonstrates proper judgment, problem solving and decision making
- Independence/Initiative – works with little or no supervision and seeks out new work
- Communication – effectively communicates

Physical demands and work environment:

The physical demands and work environment characteristics 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.

Physical demands: While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision and distance vision.

Performance Standards:

- Annual performance evaluation
- Attainment of annual goals established between supervisor and incumbent

Approval/revision date: July 14, 2026

General sign-off: The employee is expected to adhere to all company policies while employed.
I have read and understand the contents of this job description.



sarah's inn
together strong

Signature: _____ Date: _____