



Friends In Deed
An Equal Opportunities Employer

EPRA Housing Navigator

Reports to: Director of Eviction Prevention and Rental Assistance

Location: Pasadena, CA (Hybrid – some remote flexibility)

Status: Full-Time, Non-exempt

Salary: \$26/hour

Join Our Mission to End Homelessness in Pasadena:

Friends In Deed (FID) is a compassionate, community-focused nonprofit organization committed to ending homelessness and supporting those at risk in the greater Pasadena area. With a deep respect for the dignity of every individual, we provide innovative, collaborative, and trauma-informed services that address immediate needs and foster long-term housing stability. As we expand our impact and services, we are seeking a passionate and skilled **Housing Navigator** to join our team. This role is ideal for someone who thrives in building meaningful relationships, has strong strategic and organizational abilities, and is deeply committed to housing stability and community empowerment.

About the Position:

The **EPRA Housing Navigator** works closely with the Director and Assistant Director of the Eviction Prevention and Rental Assistance (EPRA) program to implement effective housing strategies and provide rental assistance services to households at risk of eviction due to financial hardship.

As a Housing Navigator, you will play a key role in identifying affordable housing resources and assisting program participants in securing safe and stable housing. You will utilize strong relationship-building and communication skills to engage and collaborate with a wide network of community housing partners, including property owners, landlords, property managers, and local service agencies. This role is vital in expanding housing access for vulnerable populations—including families, individuals, and seniors—while advancing the mission of **Friends In Deed** to support those facing housing insecurity.

Primary Responsibilities:

- Partner with the EPRA team to develop and execute housing strategies supporting eviction prevention.
- Cultivate and sustain strong relationships with landlords, property managers, housing providers, and city/county agencies.
- Monitor local housing trends and participate in organization/community meetings to inform strategies and strengthen referral networks.

- Identify and pursue non-traditional or shared housing opportunities beyond typical apartment models.
- Match individuals and families with suitable housing opportunities, assist with developing a long-term housing plan, and gathering documentation to secure or maintain housing.
- Act as an advocate and negotiator for individuals with poor credit or rental history.
- Ensure identified housing units meet habitability and rent reasonableness standards and conduct property inspections as needed.
- Review and negotiate lease agreements on behalf of tenants.
- Provide direct rental assistance services to EPRA clients.
- Screen requests for assistance and evaluate eligibility.
- Conduct Intake Evaluation meetings and periodic follow-up sessions to ensure housing stability.
- Provide referrals to internal and external resources as needed.
- Maintain accurate records of housing leads, client participation, and housing outcomes.
- Develop and manage a database of affordable housing resources.
- Collect, organize, track, and document data to ensure compliance with program regulations and assist with internal and funder reports.
- Provide confidentiality and professionalism in handling client information.
- Participate in FID staff and program meetings.
- Attend trainings to remain current with job and organization requirements.
- Work collaboratively with EPRA and other FID staff to support organizational goals.
- Identify opportunities for program growth and innovation in collaboration with Program Director.
- Perform other duties as assigned to support the success of the program and organization.

Experience:

- Bachelor's degree in Human Services, Public Policy, Social Science, or a related field — or equivalent professional experience
- Minimum of 2 years of experience in housing or homeless services, property management, real estate, or a related field
- Strong case management skills with a commitment to compassionate, client-centered service
- Excellent verbal and written communication skills, with the ability to explain complex issues clearly and empathetically
- Demonstrated ability to communicate and advocate effectively with varied stakeholders
- Professional and respectful when working with diverse and often vulnerable populations
- Strong decision-making, prioritization, analytical, and research skills
- Ability to work independently, manage multiple tasks, and adapt in a fast-paced environment
- Proficiency in Google Workspace, Microsoft Office Suite, and standard office technology
- Flexible and resilient under pressure
- Willingness and ability to travel to off-site meetings and client appointments
- Must possess and maintain a valid California Driver's License and current auto insurance
- A collaborative team player comfortable working with staff, partners, and volunteers
- Bilingual in Spanish, Mandarin, or Armenian is a plus, to support diverse client populations

How To Apply:

Research shows that members of underrepresented groups often apply to jobs only if they meet 100% of the qualifications. Friends In Deed recognizes very few individuals ever meet 100% of the qualifications for any given role; therefore, we encourage candidates with some or most of the qualifications to apply.

We're looking for someone who's ready to make a meaningful impact in the lives of others. If this sounds like you, we invite you to apply and join our team at Friends In Deed. Please send your resume and a thoughtful cover letter to epra@friendsindeedpas.org with "EPRA Housing Navigator" in the subject line. No telephone calls please.

Application Deadline:

Open until filled

Anticipated Start Date:

August 2025

Benefits of working at Friends In Deed:

Friends In Deed values its team members and offers a supportive and flexible work environment. We recognize the importance of work-life balance and the need for professional growth. As part of our team, you can expect:

- Competitive salary based on experience and industry standards
- Comprehensive health, dental, and vision insurance coverage
- Paid time off, sick leave, and holiday pay to support your well-being
- Professional development and training opportunities to advance your career
- A mission-driven culture that values compassion, connection, and dignity
- Mileage reimbursement
- Friendly work environment

Friends In Deed is committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. We embrace and celebrate the spectrum of our employees'/volunteers'/clients' age, color, ability or disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, neurodiversity, and other characteristics that make our employees/volunteers/interns/clients unique.