



Friends In Deed
An Equal Opportunities Employer

Housing Navigator

Reports to: Street Outreach & Housing Director

Location: in-person, Pasadena CA

Status: Non-exempt (hourly)

Hourly Rate/Salary: \$30-\$32 per hour DOE

Full-time/Part time: Full Time

Permanent/Temporary: Permanent

About Friends In Deed:

Friends In Deed (FID), a Pasadena-based social services agency which celebrated its 130th anniversary in 2024, focuses on reducing and preventing homelessness and alleviating the effects of poverty within our community. FID operates five programs: The Food Pantry, The Women's Room (a day shelter for homeless and at-risk women), Street Outreach and Housing, Bad Weather Shelter, and Eviction Prevention and Rental Assistance. Friends In Deed is committed to providing services, with compassion, connection, and dignity, to members of our community during the times in their lives when they need assistance the most.

About the Position:

The Housing Navigator provides specialized housing navigation services to program participants experiencing homelessness. This position is responsible for identifying and securing housing opportunities, navigating complex housing systems, and supporting participants through the housing placement process.

The Housing Navigator develops and maintains housing resources that meet the needs and circumstances of program participants, including rental subsidy programs, Permanent Supportive Housing (PSH), and private market housing opportunities. The role requires strong knowledge of housing systems, housing authority processes, and coordinated entry referrals.

The Housing Navigator works closely with internal program staff and external partners to ensure participants successfully access housing opportunities and transition into appropriate housing stabilization services. The position reports to the assigned program supervisor and performs all duties in accordance with program contracts and agency standards.

Primary Responsibilities:

Housing Navigation & Client Support

- Manage an active caseload of approximately **15–20 program participants** requiring housing navigation services.
- Conduct housing needs assessments and develop individualized **housing stabilization and placement plans**.
- Assist participants in identifying and accessing **appropriate housing opportunities**, including rental subsidies, Permanent Supportive Housing placements, and private market housing.
- Provide ongoing support to participants during the housing search and lease-up process.

Housing System Navigation

- Navigate regional housing systems and referral pathways including **Permanent Supportive Housing (PSH) programs, housing voucher programs, and coordinated entry referrals**.
- Assist participants with completing and submitting **housing applications, PSH documentation, and eligibility verification**.
- Support participants in understanding tenant rights and responsibilities and maintaining compliance with lease agreements.

Landlord Engagement & Housing Acquisition

- Establish and maintain professional relationships with **property owners, property managers, and landlords** to expand housing opportunities for program participants.
- Advocate on behalf of participants who may have **barriers to housing**, including poor credit history, prior evictions, or limited rental history.
- Negotiate housing placements and assist in addressing landlord concerns to support successful tenancy.

Housing Placement & Lease-Up Support

- Assist participants with the **housing search, housing applications, and lease-up processes**.
- Support housing inspections, move-in coordination, and issuance of rental subsidies as required by program guidelines.
- Coordinate with internal teams to ensure appropriate referrals into **housing stabilization and supportive services** following placement.

Service Coordination

- Connect participants with supportive services including **mental health services, substance use treatment, employment resources, childcare, and other community supports** as needed.
- Work in coordination with the **SOT team** to ensure participants are appropriately enrolled in the program.
- Participate in interdisciplinary case conferencing and program meetings.

Documentation & Compliance

- Maintain accurate and timely documentation of client engagement, housing progress, and program participation in accordance with agency policies and funder requirements.
- Track housing search activities, placement progress, and participant outcomes.

Participant Engagement

- Meet with participants **bi-weekly to monthly**, depending on service needs, to provide continued housing navigation support.
- Provide guidance on **budgeting, financial planning, and housing sustainability** to support long-term housing stability.

Additional Responsibilities

- Participate in agency and program meetings, trainings, and collaborative initiatives.
- Other duties as assigned.

Required Qualifications/Experience:

- Minimum **1–3 years of experience** working in homelessness services, housing navigation, housing placement, or supportive housing programs.

- Demonstrated experience assisting individuals experiencing homelessness in accessing **permanent housing opportunities**, including rental subsidies and affordable housing programs.
- Experience navigating housing systems including **Permanent Supportive Housing (PSH) referrals, coordinated entry systems, and housing voucher programs**.
- Experience supporting participants through the **housing search, application, inspection, and lease-up process**.
- Experience advocating for participants with **significant housing barriers**, including poor credit, prior evictions, criminal background, or limited income.
- Experience coordinating with landlords, property managers, housing authorities, and service providers to secure housing placements.
- **Drivers License is required**

Preferred Experience

- Experience working with or navigating programs funded through the Los Angeles Homeless Services Authority or similar regional homelessness response systems.
- Familiarity with housing programs funded through the U.S. Department of Housing and Urban Development including Permanent Supportive Housing, Housing Choice Vouchers, or Rapid Re-Housing.
- Existing relationships with **local landlords, property managers, or affordable housing providers**.
- Experience collaborating with **Intensive Case Management Services (ICMS) teams** or supportive housing programs.
- Knowledge of **Housing First principles** and trauma-informed service delivery.

In order to apply, please send cover letter and resume to Ryan Greer (ryang@friendsindeedpas.org). Top candidates will be contacted for interviews, due to high number of applications not all applicants will receive follow up correspondence.

Application Deadline: July 24, 2026 - Applications will be reviewed on a first come first serve basis, interested applicants should apply before the deadline

Anticipated Start Date: August 3, 2026

Benefits of working at Friends In Deed:

- 10 days of vacation plus one organization-wide week off in the winter and in the summer (4 work weeks total) [for full-time, permanent positions only]
- Paid sick time
- All major holidays
- Medical, Dental and Vision fully paid
- Up to \$500/year for professional development [permanent, full-time positions only]
- 403 (b) plan with employer match
- Employee assistance program [permanent positions only]
- 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/clients unique.

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.