

IndyEast Economic Mobility District Housing Stability Navigator Job Description

Program Overview:

The Housing Stability Navigator program is centered on preventing housing displacement for residents in the IEMD. A navigator will be placed at each IEMD lead organization (JBNC, SECS, EMCC), where they will serve as a liaison between financial coaches, legal aid partners, and landlords. The Navigator role plays a critical behind-the-scenes role in building relationships, facilitating collaboration, and developing tools and training that support successful tenancies and reduce eviction risk. The role's primary responsibilities are monitoring changes in housing programs and policies, building trusted networks of reliable landlords, and training and coaching staff to better assist residents at risk of losing housing. The navigators will meet monthly as a team to coordinate strategies and advance shared goals. Each navigator will have an on-site supervisor at their assigned community center.

Position Overview:

The Housing Stability Navigator supports housing retention and stability for renters by serving as a liaison between financial coaches, legal aid partners, and landlords. This position is not primarily client-facing but plays a critical behind-the-scenes role in building relationships, facilitating collaboration, and developing tools and training that support successful tenancies and reduce eviction risk. The Navigator also ensures all work is aligned with fair housing standards and best practices.

Key Responsibilities:

- Develop and maintain strong relationships with landlords to promote housing stability for clients.
- Collaborate with career and financial coaches to share resources and insights that enhance housing outcomes.
- Navigate landlord-tenant relationships and provide guidance on effective communication and resolution strategies.
- Partner with Indiana Legal Services' Consumer Advocacy Project (CAP) to stay informed about eviction trends and tenant protections.
- Coordinate and lead workshops on rental success, tenant rights, and eviction prevention.
- Convene landlord groups to share information, build trust, and explore ways to expand housing access for vulnerable renters.
- Create and manage a landlord database to track housing partners, unit availability, and referral pathways.
- Serve as a resource for career and financial coaches by providing expertise, materials, and training—not direct client support.
- Promote and adhere to fair housing standards in all training content, resources, and stakeholder interactions.
- Prioritize housing displacement prevention, specifically for seniors and non-white residents in the District.

Qualifications:

- Experience in housing stability, property management, tenant advocacy, or community development.

- Strong understanding of eviction processes, fair housing law, and landlord-tenant dynamics.
- Proven ability to develop partnerships and coordinate across multiple stakeholders.
- Excellent organizational and communication skills, especially in facilitating trainings and managing data systems.
- Comfortable working in a behind-the-scenes capacity with occasional facilitation duties.
- Bachelor's Degree in a relevant humanities, social science, business administration, social work, psychology, sociology, counseling, or related service/science disciplines preferred.
- Degree may be substituted for three (3) years of work experience in a social service and/or human service field, business administration, or experience involving engagement with landlords or property managers, in real estate, or conducting appropriate connections of individuals, especially those experiencing homelessness, to housing services.
- One year of experience involving engagement with landlords or property managers, in real estate, or conducting appropriate connections of individuals, especially those experiencing homelessness, to housing services.
- Individuals with lived experience are encouraged to apply.

Success Indicators

First 90 days expectations:

- Organizational immersion: Learn the company's mission, values, and structure. Understand how your role supports the larger team and agency goals.
- Team integration: Build relationships with key stakeholders, including your manager, case managers, and other team members, to understand workflows and expectations.
- Program and resource knowledge: Gain a comprehensive understanding of housing support programs within the IEMD and federal, state, and local regulations, application procedures, and eligibility requirements. This includes specific programs like Housing Choice Vouchers, Rapid Re-Housing, and Permanent Supportive Housing.
- Systems and documentation: Master internal and external tools and technologies, including databases like the SharePoint, HomeNow and Padmission to accurately track client data and progress.
- Landlord outreach: Begin outreach to landlords and property managers to promote the organization's programs and build new housing opportunities for clients.
- Housing search: Proactively search daily for housing units and connect with landlords regarding available listings. This may include visiting properties.

Each organization can add success indicators for the position that best meets their needs.

Each organization can restructure this job description to fit formats, structures, and wording that they use for other job postings.