

Employment & Housing Services Navigator

Title: Employment & Housing Services Navigator (in-person role)

Reports To: Client Services Manager

Department: Missions Programs

Manages: Does not supervise anyone

Uplift Northwest (ULNW) is the go-to temporary staffing and support services organization, proudly serving the greater Seattle area for over 100 years. We are looking for an Employment & Housing Services Navigator to help advance our mission of guiding people on their path to self-sufficiency through employment, job readiness, workforce development, supportive housing, and wraparound services. ULNW is committed to serving individuals who are living in poverty and may be experiencing homelessness by providing supportive services and skills training in high-demand jobs. To learn more about our work in the community, please visit www.upliftnw.org.

Employment & Housing Services Navigator

The Employment & Housing Services Navigator serves as a trusted presence in the career center, helping participants make informed decisions and access the wraparound supports they need to succeed. They provide direct support to individuals and families experiencing housing instability or homelessness while assisting participants as they advance toward employment, housing stability, and long-term self-sufficiency. The Navigator will provide individualized case management, build strong relationships with landlords, employers, and service providers, and connect participants to community and government resources. Navigators will cross-collaborate within the organization to ensure smooth flow for participants between Mission and Business Enterprise programs and services.

Key Responsibilities

Assessment and Care Planning

Employment Support

- Assess participant skills, work history, employment interests, and career goals.
- Provide career assessments, coaching, guidance, and supportive counseling.
- Connect participants with job training, education, certifications, and interview opportunities.

EMPOWERMENT THROUGH EMPLOYMENT

upliftnw.org | 2515 Western Ave Seattle, WA 98121-1387 | (206) 728-JOBS (5627)

- Cultivate partnerships with employers and workforce agencies to expand participant job opportunities.
- Maintain current knowledge of local labor market trends, training pathways, and employment resources.

Housing Support

- Identify safe, affordable housing options that align with participant needs and goals.
- Build and maintain effective relationships with local landlords and property managers.
- Assist participants with housing applications, lease review, move-in coordination, and related logistics.
- Provide ongoing support to help participants maintain housing stability and reduce the risk of eviction or a return to homelessness.

Systems Navigation and Case Documentation

- Develop individualized action plans that align employment goals with housing stability needs.
- Maintain timely, accurate case notes and participant data in HMIS and other ULNW tracking systems.
- Coordinate services with public agencies, social workers, and community-based support organizations.
- Monitor Learning Center and provide assistance as necessary.

Required Qualifications

- Minimum of two years of experience in case management, housing navigation, workforce development, or a related role.
- Experience providing client advocacy, case management, or direct support services.
- Strong knowledge of community resources, housing systems, and supportive services.
- Excellent verbal and written communication skills, with the ability to build trust with diverse participants and partners.
- Strong organizational and time-management skills, with attention to detail.
- Ability to manage multiple priorities in a fast-paced, participant-centered environment.
- Ability to work both independently and collaboratively as part of a mission-driven team.

EMPOWERMENT THROUGH EMPLOYMENT

- Proficiency with case management software, Microsoft Office Suite, and related technology tools.
- Ability to handle sensitive and confidential information with discretion and professionalism.
- Strong problem-solving skills and the ability to respond effectively to participant needs.
- Demonstrated empathy, cultural humility, and compassion when working with people facing complex challenges.
- Valid driver's license and reliable transportation required.

Preferred Qualifications

- Bachelor's degree in social work, psychology, human services, or a related field.
- Familiarity with career assessment tools, job search strategies, and workforce resources.
- Experience conducting outreach, community engagement, or partnership development.
- Working knowledge of Microsoft Office Suite and basic computer applications.
- Salesforce and TempWorks knowledge a plus

Hours and Work Schedule

Full-time non-exempt position with a regular schedule; occasional flexibility may be required to meet participant or program needs.

Compensation and Benefits

- Wage range: \$31/hr. to \$39/hr./non-exempt (DOE)
- Bonus incentive based on organizational goals, team goals, and individual goals
- Medical, Dental and Vision
- Retirement Plans with matching program
- Generous paid holidays (12)
- Vacation and Sick Leave
- Paid parking or Orca card
- Employee Assistance Program
- Send Cover Letter and resume to hr@upliftnw.org

Physical Demands

The physical demands described below are representative of those required to successfully perform the essential functions of this role. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

EMPOWERMENT THROUGH EMPLOYMENT

- Regularly sit, walk, talk, hear, and use hands to handle or feel objects, tools, or controls.
- Occasionally stand, reach with hands and arms, and lift or move up to 30 pounds.
- Use visual abilities including close vision, distance vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment described below is representative of the conditions an employee may encounter while performing the essential functions of this role. Reasonable accommodation may be made to enable individuals with disabilities to perform these functions.

Work is performed indoors in a general office environment. The noise level is usually moderate and may include typical office sounds such as computers, printers, telephones, and personnel traffic.

To Apply:

Please send a cover letter and resume to: HR@upliftnw.org