

Tenant Navigator

Charleston Pro Bono Legal Services (“CPBLS”), a 501(c)(3) legal aid organization serving the civil legal needs of the low-income, is seeking a Tenant Navigator to support the Housing Justice Program.

Position Overview

The Tenant Navigator supports Charleston Pro Bono Legal Services’ mission to prevent eviction and stabilize housing by serving as a liaison between tenants, community resources, and our Housing Court legal team. This role combines outreach, tenant education, case management, and social services navigation. The Tenant Navigator works closely with the Housing Court team to identify, engage, and support tenants facing eviction, especially those unfamiliar with their rights or hesitant to appear in court. The ideal candidate will be a reliable, organized, and mission-driven professional who is passionate about advancing housing justice for vulnerable populations.

Key Responsibilities

- **Tenant Education:** Spearhead public education campaigns to promote awareness of tenant rights.
- **Community Outreach:** Assist the Director of Education and Outreach with housing-specific outreach initiatives and represent CPBLS at outreach events to promote Housing Court services.
- **Client Support & Navigation:** Support clients in identifying and accessing housing resources, rental assistance, and supportive services.
- **Case Support:** Maintain client communication and light case tracking to support clients and coordinate handoffs with legal staff.
- **Collaboration & Data:** Conduct public index data reviews and community-level eviction monitoring along with tracking outreach activity, event participation, and client engagement metrics for internal and funder reporting.

Qualifications

- Bachelor’s degree in social work, human services, or a related field, or equivalent experience.
- Strong interpersonal skills, with a trauma-informed approach to working with vulnerable populations.
- Familiarity with eviction processes, housing resources, or tenant services preferred.
- Self-motivated, organized, and capable of working in a fast-paced, team-oriented environment.
- Bilingual (especially Spanish/English) strongly preferred but not required.
- Willingness to attend evening or weekend outreach events as needed.
- Valid driver’s license with reliable transportation.

Salary and Benefits

This is a full-time, salaried position with an annual salary range of \$42,000–\$47,000, commensurate with experience. Additional benefits are offered through Charleston Pro Bono Legal Services.

To Apply: Email a cover letter, resume, and references Natalie Sorrem at HousingCourt@charlestonprobono.org and include “Tenant Navigator” in the subject line.

Charleston Pro Bono Legal Services is an Equal Employment Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, national or ethnic origin, age, disability or veteran status.