



HOPE585 Job Description

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| JOB TITLE: | Resource Navigator |
| REPORTS TO: | Director of Family Services |
| FLSA STATUS: | Non-Exempt |
| Salary | \$22-\$26 per hour |
| TYPICAL SCHEDULE: | 40 hours |

Job Summary

The Resource Navigator provides support services to system-impacted individuals and families including access to services for housing, employment, food, transportation, childcare as well as providing cash assistance for families in need.

| Essential Functions | Percentage of Time |
|---|--------------------|
| Responsible for Case Management services including completing screening for eligibility, completing client intakes for cash assistance, developing service plans, making referrals to address client needs throughout the course of a case ensuring timely connection to services including Medicaid billable services linked to rent /temporary housing, utility assistance, pre-tenancy services, transportation, community transitional supports (CTS), tenancy sustaining services and housing transition/navigation services | 50% |
| Responsible for regular client meetings and engagement, including phone calls and emails to address client challenges stated during the intake process to provide ongoing case management for eligible families | 40% |
| Contributes perspective to the development & improvement of program procedures, reporting problems & barriers while performing duties. | 5% |



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| Establish good working relationships with community-based agencies and maintain a comprehensive referral network for clients | 5% |
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Required Certifications/Experience:

High school diploma or GED

Experience human services field serving the public/community organizations

Required Knowledge, Skills, and Abilities:

- Values working in a diverse, team-oriented environment, compassionately serving and advocating for people with different needs and from different backgrounds, lifestyles, and cultures
- Strong commitment to the population served by the program and to seeing families succeed
- Ability to communicate and handle sensitive situations in a calm and professional manner, both orally and in writing
- Self-directed and ability to maintain a growth mindset
- Effective prioritization, organizational, and time management skills
- Ability to maintain professional boundaries and maintain confidential information, files, and agency materials
- Openness to feedback and supervision
- Ability to understand and follow complex processes and procedures as directed
- Confident public speaker with excellent communication skills
- Excellent organizational skills
- Reliable and professional demeanor
- An ability to use your own initiative and to work unsupervised
- Strong interest in making an impact in the community through service, leadership, and democratic action
- Ability to effectively communicate with many different audiences
- Leadership potential and a desire to learn and grow

Physical Demands & Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- Office and public-facing environment
- Regular speaking, hearing, communication with others
- Ability to stand for extended periods (example: up to 3-4 hours)
- Occasional lifting, up to 25 pounds

Other Duties

Ongoing support for personal and professional needs, including advocating on behalf of families and young adults experiencing challenging and unknown situations

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Hope 585 Competencies

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| ● Exceptional Leadership Qualities | ● Interpersonal Savvy |
| ● Action Oriented | ● Peer Relationships |
| ● Ethics and Values | ● Self-Knowledge |
| ● Integrity and Trust | ● Strong Values |