

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Senior Family Navigator

Reports to: Supportive Services Manager

Education Requirement: Bachelor's Degree

Experience Required: Minimum of 2 years of human/social services program delivery

Position is: Non-Exempt, Full Time (38 hours week)

Job Summary: Under the supervision of the Supportive Services Manager (SSM), the Senior Family Navigator will provide support for the overall coordination of at-risk and literally homeless families. In addition, the Senior Family Navigator will carry his/her own caseload, responsible for screening, advocacy, and linking clients to resources/services.

Essential Job Duties:

Compliance Management and coordination of the Family Navigators for the Families Forward Prevention and Diversion Program (50% of the time spent)

- Oversight of the day to day coordination of the Family Navigator team
- Assign cases, approve mileage and case conference with Family Navigator team
- Train and oversee the Prevention and Diversion volunteers; plan and run the monthly volunteer meeting
- Assist the SSM in providing direct supervision of the Family Navigators during one on one sessions
- Assist the SSM in annual and semi-annual evaluations of the Family Navigator staff
- Oversight for Family Navigators training on program and compliance protocols
- Maintain and update Family Navigator policy and procedures manual
- Assist and collaborate with the SSM, Data Quality Specialist, Case Managers, Family Navigators and other staff in the collection, maintenance, compliance of all grant requirement documentation and reporting of metrics for housing program
- Assist Supportive Services Manager in the monitoring and tracking of program delivery in relation to grant requirements
- Collaborate with other Families Forward staff on behalf of the client
- Attend weekly match meetings
- Attend and participate in external community partner meetings as needed

Family Navigator Duties: (40% of the time spent)

- Maintain a modified caseload
- Assist Case Management with recruiting eligible families for CDBG grants
- Perform timely data entry and maintain quality data as it relates to the Prevention and Diversion program; provide service reports and statistics as needed
- Keep open communication and collaboration with other RRH agencies (matches to and from other agencies)
- Respond to Request for Services (RFS) forms received in a timely manner
- Assist with identifying, establishing relationships with, and refer clients to new programs, projects, and supportive services as relevant to the needs of the client
- Keep and maintain appropriate records and complete the relevant agency/program forms, doing so in a confidential and professional manner
- Be responsible for timely entry of client information into Homeless Management Information System (HMIS) and other relevant databases as required
- Enter case notes and monitor client progress in completing the Housing Intake process

Additional Duties (10% of time spent)

- Assist in the evaluation of community resources, identifying gaps in services, and developing recommendations for programs and services that respond to community/client needs
- Report success stories, progress, statistics to the Board as requested by the Supportive Services Manager
- Fill in as needed with phones, food pantry, holidays, or other agency events

- Attend all staff, case management, and Board meetings as requested

Additional Qualifications:

- Maintain valid California Driver's License and Proof of Auto Insurance

Note: This job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Please send resume to Elizabeth Childs, Director of Operations, at echilds@families-forward.org