

# FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

**Job Title: Service Navigation Manager**

**Reports to: Director of Programs**

**Education Requirement: Bachelor's Degree in social work or related field**

**Experience Required: Minimum 3-5 years of human/social services program delivery**

**Position is Exempt, Full Time**

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**Job Summary:** Under the supervision of the Director of Programs, the Service Navigation Manager is responsible for the overall coordination, management, and supervision of the access point services, coordinated entry system functions for the Families Forward Prevention, Diversion, and Housing intake Program. This position requires extensive coordination with multiple components within the agency as well as with external partners. In partnership with supervisor this position is responsible for staffing and staff management, budget tracking, contract compliance, and program effectiveness.

## **Essential Job Duties:**

### **Coordinate, Manage, and Supervise the Prevention Staff/Services for the Families Forward Prevention Program (40%)**

- Supervise the Family Navigators and volunteers for the Prevention and Diversion program.
- Ensure staff receives necessary training and follows program protocols.
- Work with other Program staff to deliver the type and level of services that will assist each client-family in maintaining housing.
- Regularly meet with program leadership teams to discuss and support client's appropriate housing options, funding, and Case Manager assignment.

### **Reporting and Monitoring (30% of time spent)**

- Monitor program activities in relation to grant and agency requirements.
- Participate and prepare for grant monitoring and audits as they relate to funding sources.
- Monitor financial transactions and budget spending related to the Prevention & Diversion programs.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information for the Intake, Prevention, and Diversion Program database systems.
- Maintain program policies and procedures and ensure staff and volunteers are supported and in compliance.

### **Program Coordination (20% of time spent)**

- Manage the integration of Families Forward as an access point into the Family Solution Collaborative's Family Coordinated Entry System for the central and south service planning areas.
- Partner with the leadership team to oversee program evaluation, metrics, best practice evolution, and system improvements as it relates to Prevention & Diversion, the Housing Program, and Housing Navigation.
- Fill in as needed with phones, food pantry, holidays, or other agency events.

### **Additional Duties (10% of time spent)**

- Report success stories, progress, statistics to the Board as requested by the Director of Programs and Strategic Initiatives.
- Attend all staff, program management, program committee and Board meetings as requested.

## **Qualifications**

- Maintain valid California Driver's License and State Mandated Auto Insurance.

**Note:** This job description is not designed 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

| <b>Key Skills:</b>  | <b>Comprehensive</b><br>Expert with total knowledge; guides others | <b>Advanced</b><br>Fully trained; req. occasional assistance | <b>Moderate</b><br>General knowledge but not totally proficient | <b>Basic</b><br>Trainee with general understanding |
|---|--|--|---|--|
| <b>Technical/Functional Expertise:</b><br>Training skills             |  | <b>Required</b>  |   |  |
| <b>Computer Software:</b><br>Microsoft Office                         |  | <b>Required</b>  |   |  |
| <b>Interpersonal/Communication:</b><br>Strong verbal & written skills |  | <b>Required</b>  |   |  |
| <b>Language (non-English):</b><br>Speak & understand Spanish          |  |  | <b>Preferred</b>  |  |

**Work Environment/Requirements: (time required in terms of an 8 hour workday)**

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

| <b>Basic Duties</b>                              | <b>O</b> | <b>F</b> | <b>C</b> |
|--|----------|----------|----------|
| Drive car  | O        |          |          |
| Operate forklift                                 |          |          |          |
| Ride in car                                      | O        |          |          |
| Travel   | O        |          |          |
| Use telephone                                    |          |          | C        |
| Type or use PC equipment                         |          |          | C        |
| Sit at desk                                      |          |          | C        |
| <b>Noise Level</b>                               |          |          |          |
| Very quiet (forest trail; isolation booth, etc.) |          |          |          |
| Quiet (library; private office, etc.)            |          |          | C        |
| Moderate Noise (open office)                     |          | F        |          |
| Loud Noise (warehouse, fork trucks, etc.)        |          |          |          |
| Very Loud Noise (heavy equipment, etc.)          |          |          |          |
| <b>Work Environment</b>                          |          |          |          |
| Wet, humid conditions (non-weather)              |          |          |          |
| Work in high, precarious places                  |          |          |          |
| Fumes or airborne particles                      |          |          |          |
| Toxic or caustic chemicals                       |          |          |          |
| Outdoor weather conditions                       |          |          |          |
| Extreme cold (non-weather)                       |          |          |          |
| Extreme heat (non-weather)                       |          |          |          |
| Risk of electrical shock                         |          |          |          |
| Risk of radiation                                |          |          |          |
| Vibration  |          |          |          |
| <b>Other:</b>                                    |          |          |          |

| <b>Basic Functions</b>                         | <b>O</b> | <b>F</b> | <b>C</b> |
|--|----------|----------|----------|
| Kneel/bend/crouch/crawl/squat                  | O        |          |          |
| Talk   |          |          | C        |
| Hear   |          |          | C        |
| Climb or balance                               |          |          |          |
| Reach with hands or arms                       | O        |          |          |
| Reach above shoulder level                     | O        |          |          |
| Stand or walk                                  | O        |          |          |
| Use hands to finger/handle/feel                |          |          |          |
| Push/pull                                      |          |          |          |
| <b>Special Vision Requirement</b>              |          |          |          |
| Close vision (clear at 20 inches or less)      |          |          | C        |
| Distance vision (clear at 20 inches or more)   |          |          | C        |
| Color vision (identify & distinguish colors)   |          |          |          |
| Peripheral vision (Observe up/down/left right) |          |          |          |
| Depth perception (3 D; judge distance)         |          |          |          |
| Ability to adjust focus                        |          |          | C        |
| <b>Lifting/Carrying</b>                        |          |          |          |
| Up to 25 lbs.                                  | O        |          |          |
| Up to 50 lbs.                                  |          |          |          |
| Up to 100 lbs.                                 |          |          |          |
| More than 100 lbs.                             |          |          |          |
| <b>Working Hours</b>                           |          |          |          |
| Physical presence during work hours            |          | F        |          |
| Weekends                                       | O        |          |          |
| Overtime                                       |          |          |          |

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Manager's Approval

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Date

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Human Resource's Approval

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Date

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Employee's Approval

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Date