

FAMILIES FORWARD

DIGNITY • EMPOWERMENT • HOPE

Job Title: Family Navigator

Reports to: Service Navigation Manager

Education requirement: Bachelor's Degree

Experience Required: Minimum 1 year of human/social services program delivery

Position is Exempt, Full Time (38 hours/week)

Job Summary:

Under the supervision of the Service Navigation Manager, the Family Navigator is responsible for the screening, processing, and support of families requesting housing services. This includes providing families in need with prevention and diversion services, linking families to relevant resources in the community, and establishing and maintaining relationships throughout the community with partner agencies, community members, and other homeless service providers. The Family Navigator is also responsible for data entry and data management related to clients participating in the Family Coordinated Entry System process including both assessment and diversion efforts. Additional responsibilities include supporting coordination of developing resources regarding programs and services for Families Forward clients, staff and volunteers.

Essential Job Duties:

Prevention and Diversion Services (60% of time spent)

- Act as lead staff in agency's efforts to provide efficient, thorough, and supportive Prevention and Diversion services to families in need. Divert clients when appropriate by providing them with a tailored housing and resource plan and support as needed. Support Prevention Volunteers as necessary with problem solving, supervision, and referrals.
- Perform timely data entry and maintain quality data as it relates to the Prevention and Diversion program; provide service reports and statistics as needed.
- Support in the recruitment, training, and managing of volunteers to effectively support the Prevention and Diversion efforts.
- Respond via phone call to all Requests for Services by clients who fall into the at-risk population category; perform follow-up phone calls as needed.
- Seek and maintain up-to-date community resources, services, and events to provide as referrals and linkages to at-risk families.
- Encourage and promote an environment that is strength based to assist clients in meeting their individual goals.
- Administer, score and submit Family VI-SPDAT and required documentation.
- Provide referrals and linkages to clients to meet their basic needs and resolve their housing crisis.
- Serve as families support prior to being matched to housing agency.
- 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.

Data and Tracking (10% of time spent)

- Keep and maintain appropriate records and complete all 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.

Resource Development (30% of time spent)

- Continuously identify, establish relationships with, and refer clients to new programs, projects, and supportive services as relevant to the needs of the clients served.
- Support the evaluation of community resources, identifying the gaps in services, and developing recommendations for programs and services that respond to community/client needs.
- Oversee implementation and client access of new services brought on-site by partnering agencies; act as staff liaison to agency contacts.
- Attend resource fairs and outreach events as requested and needed by the organization.
- Fill in as needed with phones, food pantry, holidays, or other agency events.
- Attend all staff, case management, community, and Board meetings as requested.

Additional Qualifications:

- Knowledge of industry best-practices such as Trauma-Informed Care, Housing First, Strengths-Based Case Management, Motivational Interviewing, and Prevention/Diversion techniques preferred.
- Minimum 1-year experience working/volunteering in human/social services required; previous experience working with individuals and/or families experiencing homelessness preferred.
- Bachelor’s Degree in Social Work, Social Services, Public Health, Public Administration, Humanities, or related field required.
- Maintain valid California Driver’s License and State Mandated Auto Insurance.
- **Bilingual English & Spanish preferred.**

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.

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

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)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
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.)			
Work Environment			
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			
Other:			

Basic Functions	O	F	C
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			
Special Vision Requirement			
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
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime	O		

 Manager’s Approval

 Human Resource’s Approval

 Employee’s Approval

 Date

 Date

 Date