

FAMILIES FORWARD

Job Title: Intake Family Navigator

Reports to: Service Navigation Manager

Education requirement: Bachelor's Degree

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

Prefer: Bilingual English & Spanish

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

Job Summary:

Under the supervision of the Service Navigation Manager, the Intake Family Navigator is responsible for the screening, processing, and support of clients requesting services for Families Forward's programs. The Intake Family Navigator is also responsible for data entry and data management related to clients participating in the intake process.

Essential Job Duties:

Program Intake Navigation (80% of time spent)

- Respond via phone call, email, or text message to all Requests for Services by clients and direct referrals in a timely manner.
- Support in the triage and assignment of all service request forms to appropriate staff.
- Review Program intakes received on a daily basis.
- Provide daily support for walk-in clients seeking resources and intake navigation.
- Administer, score, and submit required assessments and documentation.
- Keep open communication with other agencies to facilitate successful collaboration.
- Schedule and meet clients to conduct initial intake and process the required documentation to be in compliance with Coordinated Entry System and grant requirements.
- Maintain established caseload providing family navigation services and light touch case management on an as needed basis.

Data and Tracking (10% of time spent)

- 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 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.

Other Duties (10% 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.
- Provide as needed support to the front desk volunteers, and seasonal programs.
- 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.
- Maintain valid California Driver's License and State Mandated Auto Insurance.

- Bilingual English & Spanish required.

Please submit all resumes to Marissa Hall at mhall@families-forward.org. No phone calls please.