



Job Title: Contract 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: Non-Exempt, Full-Time (38 hours/week) – Contract to end 5/31/2026

Pay Rate: \$25-28 per hour, depending on experience

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 homeless prevention, diversion, and system navigation 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.

Essential Job Duties:

Service Navigation (70% of time spent):

- Act as lead staff in agency's efforts to provide efficient, thorough, and supportive service navigation 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.
- Respond to all requests for services by clients who fall into the at-risk population category and provide possible light touch case management and/or landlord mediation.
- 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.
- Provide referrals and linkages to clients to meet their basic needs and assist in their process of housing stability.
- Serve as families point of contact while they proceed through the family coordinated entry system for housing resources.
- Keep open communication and collaboration with other rapid rehousing agencies (matches to and from other agencies).
- Respond to Family Navigation referrals received in a timely manner.
- Assist with the coordination of prevention outreach events and participate in other outreach efforts as needed under the supervision of the Service Navigation Manager

Data and Tracking (20% of time spent):

- Perform timely data entry and maintain quality data as it relates to the Family Navigation program; provide success stories, service reports and statistics as needed by the Service Navigation Manager.
- 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 (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.
- 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 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.

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Benefits

- Families Forward is committed to offering competitive compensation, full benefits, and professional development opportunities for our employees. Our benefits package includes medical, dental, and vision; flexible spending account; life insurance; 403B retirement plan; generous time off including paid holidays, vacation, sick time; phone or phone stipend; and a variety of other benefits to support our employees.

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

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