



**Job Title:** Service Navigator - Contract

**Reports to:** Supportive Services Manager

**Education requirement:** Bachelor's Degree preferred

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

**Position is:** Non-Exempt, Full-Time (40 hours/week) - Contract to end 4/30/2026

**Pay Rate:** \$27-29 per hour, depending on experience

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**Job Summary:**

Under the supervision of the Supportive Services Manager, the Service Navigator is responsible for the screening, processing, and support of families requesting housing services. This includes building partnerships with local agencies for the benefit of Families Forward's staff, Melinda Hoag staff, and participating families. Additionally, the Service Navigator will collaborate with program team members to assist in coordination of referrals linkages on behalf of participating families into the community resources. The Service Navigator is also responsible for data entry and light case management related to clients participating in client databases, including assessments and diversion efforts.

**Essential Job Duties:**

**Service Navigation (70% of time spent)**

- Act as a lead staff in agency's efforts to provide efficient, thorough, and supportive services navigation to families in need.
- Provide advocacy and assistance to clients for tasks related to their housing plan (such as rental assistance, Move-in costs, and motel assistance).
- Encourage and promote an environment that is strength based to assist clients in meeting their individual goals and assessing their level of need using agency provided tools.
- 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.
- Liaison between Melinda Hoag staff, Families Forward staff, and other collaborating agencies staff & volunteers, who are working with families, to ensure that clients are receiving high-quality, effective services to meet their needs.
- Respond to all request for services by clients who fall in the at-risk population category and provide possible light touch case management and/or landlord mediation.
- Assist with the coordination of prevention outreach events and participate in other outreach efforts as needed under the supervision of the Supportive Services Manager.

**Data and Tracking (20% of time spent)**

- Perform timely data entry and maintain quality data as it relates to the program; provide success stories, service reports, and statistics as needed by the Supportive Services Manager.
- Keep and maintain appropriate records and complete all relevant agency/program forms, doing so in a confidential and professional manner.
- Be responsible for the timely entry of client information into Homeless Management Information System (HMIS) and other relevant databases as required.
- Participate in case reviews and communicate with team leads on progress of case status.

### **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 preferred.
- Maintain valid California Driver's License and State Mandated Auto Insurance.
- Bilingual English & Spanish preferred.

### **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](mailto:mhall@families-forward.org). No phone calls please.***