

FAMILIES FORWARD

Job Title: Community Services Navigator

Reports to: Director of Programs

Education requirement: Bachelor's Degree

Experience Required: Entry level experience in case management or other directly related fields

Position is: Non-Exempt, Full-Time (40 hours/week) – Contract to end 4/30/2027

Pay Rate: \$27-31 per hour, depending on experience

Job Summary:

Reporting to the Director of Programs, the Community Services Navigator is tasked with providing support to families seeking housing assistance through the Community Market Connections Program. This position requires assisting participating families in collaboration with program team members with immediate needs and connecting them to in-house supportive services and community resources. Key responsibilities include advocating for clients, addressing housing-related issues, and facilitating connections to services that promote housing stability and overall well-being.

The Community Services Navigator will provide crucial front desk support by training and assisting volunteers and interns in handling front desk duties. Responsibilities include connecting callers and walk-ins to appropriate resources, de-escalating challenging situations, and serving as a central communication hub for the agency. This role ensures that all individuals seeking assistance are greeted professionally, supported effectively, and directed to the services they need, while maintaining a welcoming and efficient front desk environment. The Community Services Navigator will assist in Program Development by contributing to the creation and refinement of workflows, ensuring efficient delivery of services, and supporting the overall strategic goals of the organization.

Essential Job Duties:

Service Navigation (40% of time spent)

- Serve as the lead staff member at the front desk, assisting families in need with efficient, comprehensive, and supportive services navigation on behalf of the agency
- Provide referrals and linkages to clients to meet their basic needs and assist in their process of housing stability.
- Assist with the coordination of prevention outreach events and participate in other outreach efforts as needed under the supervision of the Director of Programs.
- Facilitate effective communication and collaboration at the front desk by providing volunteers and interns with training and resources to ensure they are equipped to address initial client inquiries.
- Support front desk volunteers and interns in their role of screening individuals and families entering the program. This includes offering guidance on program policies, assisting with technology or forms, and ensuring clarity in the intake process.
- Coordinate efforts between program staff and front desk volunteers to streamline the screening process and improve client navigation through available services.
- Collaborate with the Supportive Services Manager to create and update a comprehensive resource guide and list for volunteers to ensure they have quick access to the tools needed to assist clients effectively.

Case Management Duties (35% of time spent)

- Inform and update Director of Programs on any enrolled clients on a weekly basis.
- Maintain a case load of 20-25 households, dependent on community need.
- Respond to request for services by clients who fall in the at-risk population category and provide light touch case management and/or landlord mediation.
- Conduct Case Management meetings to help families achieve their goals, ensure stability, and provide preventative maintenance.
- Provide advocacy and assistance to clients for tasks related to their housing plan (such as rental assistance, move-in costs, utility assistance, and motel assistance).
- Encourage and promote an environment that is strength based to assist clients in meeting their individual goals

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and assessing their level of need using agency provided tools.

- Monitor all program expenses; seek approval for expenses from the Director of Programs.

Data and Tracking (15% 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 Director of Programs.
- 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.

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.
- Coordination of training for volunteers and interns as applicable.
- Oversee implementation and client access of new services brought on-site by partnering agencies.
- Attend all staff, case management, community, and Board meetings as requested.

Additional Qualifications:

- Knowledge of industry best-practices such as person-centered trauma-aware care, low barrier housing solutions, 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. No phone calls please.