



## **Job Description**

**Title:** Village of Hope Navigator

**Hours:** Full-Time (40 hours/week, non-exempt)

**Reports To:** Senior Director of Client Services & Navigation

**Purpose:** Navigators are responsible for providing comprehensive navigation services, advocacy, community-based resource referrals, and crisis intervention for clients. Navigators also maintain weekly meetings with program participants to evaluate needs, provide support, establish goals, and assess progress.

### **Job Responsibilities and Duties**

- Provide navigation services, review current diversion tactics, implement housing and supportive plan, and conduct client assessments consistent with program requirements within 24 hours of intake
- Coordinate and partner with community resources to promote well-being and self sufficiency
- Maintain a working knowledge of available community resources
- Gather required client documentation and perform timely data entry, complete progress notes, and case contact summaries
- Enter data into the Homeless Management Information System (HMIS) and Poverello House tracking systems
- Evaluate and adjust case plan goals within 30 days if clients are not placed in housing
- Conduct and interpret client pre- and post- strengths-based needs assessments and outcomes
- Transport clients to appropriate services, as needed
- Provide support to case managers as directed
- Attend meetings as scheduled
- Other duties, as relevant and assigned by Management

### **Qualifications**

- Must have the ability to be insured for driving purposes
- GED or High School diploma is required
- AA degree in social work or human services-related field. Case management experience preferred
- Adept in MS Office (Excel, Word, and Outlook)
- Skilled at working with diverse populations and engaging clients

- Ability to communicate professionally and with integrity
- Ability to manage and prioritize multiple tasks under pressure
- Ability to work independently or as a member of a team

### **Compensation**

- Range for position starts at \$18.00/hour
- Mileage reimbursement at Federal reimbursement rate
- Medical – HMO & PPO Plans (Employer contributes 80%)
- Dental – (Employer contributes 80%)
- Vision - (Employer contributes 80%)
- Term Life Insurance, Short-Term Disability and Long-Term Disability Insurance, Employee Assistance Program (Employer contributes 100%)
- Voluntary Life Insurance (with optional dependent coverage for eligible employees)
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity
- Retirement Plan (SIMPLE IRA) – (Employer matching up to 3%)
- 9 paid holidays + 1 floating holiday
- Vacation (starts at 2 weeks) and sick leave accrual
- California Paid Sick Leave (as permitted by State Law)
- Branded clothing provided
- Fully stocked breakroom for employees (snacks and beverages)