



Job Description

Job Title: Family Navigator Specialist (FNS)

FLSA Status: Non-Exempt

Division: Healthy Start and Family Benefits

Reports to: Senior Coordinator

Hourly Salary range: \$18 to \$21 plus benefits

Approved by: Executive Director

Summary:

The goal of the Family Navigator program is to assist families in locating, coordinating, and facilitating their connections with community and provider services that best meet the needs of the family related to raising their children and reduce the need for the Department of Children, Youth and Families (DCYF) services. The Family Navigator Specialist will respond to requests for social and human services. Provide direct and indirect support for families through face-to-face, telephone, virtual, text, mailings, and email contact.

Essential Duties and Responsibilities:

- Conduct assessment of the referral requesting services and make appropriate connection to County human services departments, the juvenile justice system, schools, and provider community, and linkage to community resources.
- Provide relevant information on, and referral to, community resources providing or making available the needed services.
- Follow-up on referrals to determine outcomes, as appropriate. At least 85% of families remain connected with the agency referred.
- Provide Information of services in accordance with the Family Navigator work statement.
- Utilize refer web and other resources tools to provide referrals to families.
- Assists families in obtaining supportive services from the community to help them remain together as well as provides daily activities and special events as follows: Refers and links the families to supportive services provided by the Community such as, mental health services, drug and alcohol treatment facilities, housing resources, utility assistance, transportation, counseling, food banks and legal advocacy.
- Notify the County of the referral process and provide contact information for where referrals should be sent.
- Educates families on service availability, application procedures, individual rights.
- Provides case management when service providers are not available through the general community.
- Maintains availability to families on a rotating 24-hour basis for emergencies.
- Ensure accommodations are made as needed to meet the needs of the non-English speaking residents needing services.
- Conduct at least 4 outreach activities each month.
- Ensure grievance procedure is signed by each participant, and keep a copy in the case file, as well as one provided to the families.
- Submit monthly reports and outcome data to the Department of Human Services (DHS).

Additional Duties and Responsibilities:

- Attending events and organizational-wide staff meetings.
- Participate in trainings needed to ensure the necessary skills and competencies to perform their job responsibilities, including at a minimum, the Accessing the Child and Adult-Serving Systems trainings, Mandated Reporter Training and System of Care trainings provided by the county
- Other duties may be assigned.

Supervisory Responsibilities:

- None

Qualification Requirements:

- Fully bilingual in both verbal and written Spanish and English.
- Excellent verbal and written communication skills.

- Track record of being self motivated, with ability to work independently to achieve assigned objectives.
- Proven ability to and/or history of strong involvement in local community organizations.
- Ability to communicate effectively with people from diverse communities.
- Capability to work flexible hours (some evenings and weekends) and to occasionally travel overnight to attend training programs.
- No criminal or child abuse history as determined by criminal history and child abuse screenings including, but not limited to, FBI clearance.

Education and/or Experience:

- Bachelor's degree preferred, in Human Services, Public Health, Social Work or related field.
- At least two years of relevant experience.

Certificates, Licenses, Registrations:

- Must have and maintain: a valid driver's license; automobile insurance with liability coverage of \$100,000-\$300,000; and daily access to an automobile and a cell phone.

Physical Demands/Work Conditions:

- This position requires visual and auditory acuity and the physical ability to climb stairs, stand for long periods of time, walk distances, and lift or carry up to 10 pounds. While performing the duties of this position, the employee travels by automobile and is exposed to changing weather conditions such as heat, cold, dust, fumes, noise, and wetness.

This job description does not necessarily list all the duties of the job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is not a contract for employment, and either you or the company may terminate your employment at any time, for any reason.