



Job Description: Community Navigator

The Community Navigator educates and empowers families about resources based on current needs and assists in the development of community support systems and networks. Community Navigators work to increase awareness and improve effectiveness of parent-professional partnerships and collaboration.

Hours, Salary, and Benefits:

Part Time: 20 - 29 hours per week at \$22.17 - \$25.67 per hour, non-exempt. Fringe benefits package including paid time off, 14 paid holidays, and Simple IRA Retirement available.

OR

Full Time: 30 - 35 hours per week at \$22.17 - \$25.67 per hour, non-exempt. Fringe benefits package including paid time off, health/dental/vision insurance for employee (employee pays 10% of cost), 14 paid holidays, and Simple IRA Retirement available.

Reporting Supervisor: Program Director

Supervisory Responsibilities: None

Duties / Responsibilities:

- Provide training workshops related to Special Education, IEP, 504, IHSS, SSI, and other related generic services.
- Training related to Regional Center eligibility, services, and vendor programs.
- Assist families and assess barriers of individuals to determine relevant service referrals and needs.
- Support groups of individuals, providing resources and referrals, follow-up contacts, and collaborate with community partners.
- Utilize proper channels of communication to express concerns or conflicts in a constructive manner, offering input into problem resolution.
- Acquire, maintain, and share current competencies in relation to services provided, including professional trainings and knowledge of a variety of community resources for families, youth, and adults.
- Demonstrate sensitivity to working with culturally, economically and/or socially diverse populations.
- Plan, organize, and prioritize responsibilities to ensure adequate, timely services to the family, and data entry of all services provided in the Rowell database.
- Attend scheduled staff meetings, community engagement meetings, and staff development trainings as assigned.
- Other duties as assigned.



Required Skills / Abilities:

- Diplomacy in resolving conflicts and integrating differing perspectives.
- Ability to handle escalated situations safely and appropriately.
- Ability to represent core agency/program values and principles in a variety of settings.
- Demonstrate effective critical reasoning and problem-solving skills.
- Model effective self-management and coping techniques.
- Willingness to work flexible schedules as deemed necessary including out of area travel, weekends, and evenings.
- Ability to work in a team environment, while also working independently.
- Demonstrate capacity to handle multiple tasks, projects, and meet deadlines.
- Good verbal and written communication skills.
- Good public relations, conflict management, and meeting facilitation skills.
- Must maintain confidentiality with sensitive information.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite, or related software, data entry systems, and virtual platforms.

Education and Experience:

- Education Requirement – HS Diploma, equivalent, or higher
- At least 3 years of professional experience in the areas of social services, mental health, Special Education, or related fields.
- Knowledge of Far Northern Regional Center Services and other Generic Services.
- Bilingual (English/Spanish or ASL) preferred but not required.
- Parent of a Regional Center client preferred.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.