



RFENC Community Navigator

Title: Community Navigator
Reports to: Program Director
Employment Type: Part-time/Full-time
Work Location: Redding, CA
Salary Range: \$20 - \$22.05/hr. (non-negotiable)

Position Summary

The Community Navigator educates families about resources based on current needs, and assists in the development of community support systems and networks. Community Navigators empower families, and individuals as they learn to navigate the systems that serve them. They are individuals with lived and/or 3 years of professional experience in the areas of social services, mental health, special education Regional Center services, and related fields. Community Navigators use their experience and knowledge to assist with planning, problem solving, education and empowerment.

Community Navigators are involved in the operations and development of trainings, and educational and professional community engagement activities. The Community Navigator works to increase awareness and improve effectiveness of parent-professional partnerships and collaboration.

Essential Duties and Responsibilities

- Provide training workshops related to Special Education, IEP, 504, IHSS, SSI, and other related generic services.
- Training related 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 RFENC Data base.
- Attend scheduled staff meetings, community engagement meetings, and staff development trainings as assigned.
- Other duties as assigned.



Qualifications and Competencies

- Requires minimum AA degree or higher and 3 years of practical experience in underserved communities, preferably in mental health, or social services.
- Bilingual (English/Spanish or ASL) preferred
- 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 use Salesforce Data system for data entry required by program.
- Familiarity with Zoom platform, and other virtual programs.
- Ability to work in a team environment, while also working independently.
- Demonstrated 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.
- Proficiency in data entry, Microsoft Office 365 Suite especially Word, PowerPoint, and Excel.
- Knowledge of special education systems, 504 process, and Far Northern Regional Center eligibility and services.
- Other duties as assigned.

Additional Requirements

- Advance knowledge of the following systems of care: regional center including extensive knowledge of early intervention and Lanterman law, mental health, healthcare and insurance services, social service agencies including Medi-Cal, Social Security, In-Home Support Services, and the special education services through local education agencies.

Compensation

RFENC will offer a competitive compensation package including base salary, comprehensive health benefits package (full time only), Retirement plan, and vacation benefits.