



JOB DESCRIPTION

Job Title: Service Navigator

Starting Wage: \$19.00 per hour

Part-time up to 30-35 hrs/week

Job Purpose: This position serves the CSS mission by supporting CSS Safe Spot Community members in navigating social services and by working one on one with clients to plan for the future and make progress on their identified goals. The Service Navigator helps individuals experiencing homelessness reduce housing barriers, work toward greater economic opportunity and independence, and access community social service resources including healthcare and recovery care. All client interaction is founded in Person-Centered, Housing First, and Trauma Informed approaches.

KEY ROLES & RESPONSIBILITIES:

- Schedule and perform in-person intakes with clients entering into CSS's Safe Spot program.
- Create and maintain client files, keeping accurate records in a secure, confidential, and professional manner
- Input new clients into Homeless Management Information System (HMIS) accurately and in a timely manner. The Service Navigator is also responsible for exiting clients who are leaving the program from HMIS.
- Meet with new clients following the completion of their 30 day probationary period to identify personal strengths, barriers, needs, and goals. At this meeting, the Service Navigator and Community Facilitator will work in-depth with each program participant to create an Individualized Support Plan (ISP.)
- Be knowledgeable and proactive in connecting clients with a variety of social service resources, including: Housing Navigation, Health Care, Recovery Care, Higher Education, Financial Assistance, and Supportive Employment.
- Create schedules and regularly meet with clients, tracking progress toward goals in client files and in CSS project management software (Trello).
- Schedule and meet with each client and the Community Facilitator to review client's Individualized Support Plan (ISP) at scheduled program review points (6 months, 1 year, 1.5 year.)
- Work as a member of a CSS Service Team, (each team is made up of a Community Facilitator, a Service Navigator, and two Support Workers), to support clients in accessing resources and moving forward with goals.

- Reliably follow-through on service tasks and appointments and track service transactions in Homeless Management Information System (HMIS).
- Work with Development and Leadership team to document program achievements in the form of success stories
- Participate in trainings, Service Team meetings, community meetings, and other social service events, as needed
- Work as a member of the Service Navigation Team, attending Service Navigation Meetings to support team functioning through establishing stronger community partnerships, accountability, and share ideas for program impact improvement, etc.
- Engage Service Navigation Coordinator (Supervisor) regarding difficult or new situations where support is needed, complete ongoing annual reviews, changes regarding work scheduling and coverage
- And duties as assigned

QUALIFICATION GUIDELINES:

SKILLS AND ABILITIES:

- Ability to establish and maintain effective and respectful working relationships with co-workers, clients, service providers and service contacts.
- Represent the program and organization in a positive manner within the community
- Ability to problem solve independently and to research utilizing a variety of methods (online, telephone, direct interaction with other service providers, etc.).
- Problem solve to make decisions that promote team unity and prioritize client safety and stability
- Ability to communicate effectively over the telephone, email, and text, and to clearly communicate information and instructions verbally and in written format
- Ability to plan, organize, and prioritize tasks
- Patience with navigating social service systems
- Ability to listen, reflect back what you heard, and double-check for accuracy
- Ability to remain calm in crisis and to de-escalate situations
- Be punctual, reliable, organized, perseverant, and willing to take initiative
- Experience setting and holding clear boundaries
- Experience working with people of diverse economic and socio-cultural backgrounds
- Experience working with people with disabilities

Knowledge / Skills / Abilities / Experience / Certifications / Education which may be Helpful or Preferred Include:

- Knowledge and experience working with Housing and Social Service Resources in Lane County
- Knowledge of Hunger and Homelessness issues pertaining to Lane County
- Knowledge of Continuum of Care and Coordinated Entry Systems preferred
- Trauma Informed Care and methods
- Strengths-based counseling and conflict resolution methods
- Proficiency in Google Suite applications (Drive, Docs, Sheets, etc.)
- Experience with project management software (specifically Trello)
- Database management (specifically HMIS)

ADDITIONAL QUALIFICATIONS:

- A Valid Driver's License

WORKING CONDITIONS:

- Heated office and personal desk space for most navigation tasks.
- Some time will be spent in a vehicle
- Some time will be spent on site at Safe Spot Communities