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| Title: Guest Support Navigator | | Date Open: 11/8/22 | Date Closed: 11/18/22 |
| Program: Navigation Team / Interfaith Works | | Reports to: Guest Support Supervisor | |
| Hours: 35-40 Hours/ week | Shifts: Monday-Friday | Hourly Rate: \$21.50/hr., .50c increase w/ obtained CPC, Premium Paid Healthcare option after 60 days employment. | |
| Contact: Isaac Delys, Guest Support Supervisor, isaac.delys@iwshelter.org | | | |
| Program Description: | The Navigation Team serves a wide range of functions including advocacy, case management, and peer counseling to increase social inclusion and retention in social services. We serve single adults with the highest needs who struggle to navigate institutional resources. The Navigation Team is dedicated to providing a bridge to more traditional services as an act of social justice and as a platform for strengthening community agency. | | |
| Position Description: | <ul style="list-style-type: none"> • Meet with participants on your caseload and help them determine their goals. • Assist in obtaining and coordinating services related to daily living activities, personal financial planning, transportation, habilitation and rehabilitation services, behavioral and mental health services, general medical services, prevocational and vocational services, and housing services. • Assist participants in obtaining income support services, including housing assistance, food stamps, supplemental security, disability income benefits, and veterans' benefits. • Advocate for participants when facing stigma and/or discrimination in situations related, but not limited to; hospitalizations, primary care provider services, mental health services, substance use treatment, safer substance use practices, housing opportunities, senior citizen resources/services, social work services and the legal system. • Provide ongoing emotional support to help maintain stabilization through changes. | | |
| Essential Functions: | <ul style="list-style-type: none"> • Attend all required continued education training, bi-monthly supervision as well as case conferencing and operations meetings. • Assist individuals to access community mental health services, substance use treatment, primary health services, job training, educational services, relevant housing services, housing placement assistance, income assistance, employment assistance, and medical assistance. • Meet participants in various environments and on varying timelines. • Coordination of services and professional relationship building with other social service providers. • Able to make solid referrals. • Provide ongoing case management services in a coordinated care environment to individuals enrolled in the Navigation Team, completing detailed progress notes and tracking referral attainment. • Provide services and maintain records to meet contract requirements, State requirements, and agency policies/procedures. • Maintain all performance grant reports as needed. | | |

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| | <ul style="list-style-type: none"> • Support participants in completing tasks related to their stated goals. • Document progress related to participant-set goals. |
| <p>Job Requirements: Minimum Qualifications</p> | <ul style="list-style-type: none"> • Ability to follow through with job commitment. • Demonstrate the necessary attitudes, knowledge, skills, willingness, and self-awareness to deliver culturally competent services and work effectively in multicultural situations. This includes addressing and interrupting oppression in all forms on an ongoing basis. • Experience in direct service and community organizing is desirable; personal experience and understanding of the homeless population may be substituted. • Must already have or be able to obtain a Certified Peer Counselor certification within six months of hire. • Must have a valid state driver's license and willingness to disclose driving record. • Applicants must successfully pass required background checks before an offer of employment. • Ability to work effectively with participants displaying a varying range of social behaviors. • Ability to perform light administrative duties. • Ability to communicate and work effectively with diverse populations. • Ability to maintain total confidentiality regarding disclosed information about a referral, especially regarding protected health information. • Must be able to construct and maintain professional boundaries as well as consistent implementation of such boundaries. • Must be a good communicator, good listener, and maintain kindness within often unpredictable dynamics. • Must maintain positive and respectful relationships with our community partners and other community resources. • Ability to meet our participants "where they're at" without judgment or prejudice. • Flexibility, creativity, and resourcefulness are necessary skills to have in this job. • Support and uphold the mission, vision, and philosophical foundation of all IW HS programs. |
| <p>How To Apply</p> | <ul style="list-style-type: none"> • Fill out pre-interview application questions. Click here to access pre-interview questions. • In addition, email the cover letter and resume to isaac.delys@iwshelter.org with "Navigation Team Application" in the subject line. |