

JOB DESCRIPTION



POSITION TITLE	CORPS NAVIGATOR
DEPARTMENT/SITE	CORPSMEMBER DEVELOPMENT
REPORTS TO	SENIOR PROGRAM MANAGER

ORGANIZATION SUMMARY

████████████████████ is a private, non-profit organization that has helped at-risk young adults develop themselves since 1986. To date, more than 20,000 young people have participated in the ██████ classes and service projects, learning new skills while contributing to the quality of life for residents of the ██████ area.

MISSION

The primary mission of ████████████████████ is to provide at-risk young adults with opportunities for success through job skills training, education, and work experience with an emphasis on conservation and service projects that benefit the community.

POSITION SUMMARY

Reporting to the Senior Program Manager, the Corps Navigator provides comprehensive and integrated case management and support services to ████████████████████ program participants (Corpsmembers). Services are based on a professional assessment of each participant's needs and connections to internal and community resources. The goal of the Corps Navigator's work is to provide young people with direct social services and to advance participant's personal and professional skills. Corps Navigator's guide Corpsmembers through the Corps experience, specifically both phases of ████████████████████

ESSENTIAL RESPONSIBILITIES

The Corps Navigator provides integrated case management services to include client/family needs assessments and referrals to local resources. Referrals to local community services, include medical care, mental health services, childcare, housing, substance abuse prevention, education services, financial literacy, legal services, community engagement activities, and direct referrals to the Transition team for support with vocational training, post-secondary enrollment, job readiness, job placement, and scholarships. The Corps Navigator works with a caseload of 50-70 ██████ participants and will work with an additional caseload as needed to assist with information related to Corpsmembers enrolled in contract related follow-up services.

CASE MANAGEMENT

- Develops individual service plans with participants that are reviewed and updated monthly and tracks progress in meeting Corpsmembers personal, occupational, and educational goals.
- Meets directly with Corpsmembers (monthly, at a minimum) to review support service requests and communicate approval or denial of services based on manager's feedback.
- Coordinates and/or facilitates client service referrals to local community-based organizations and government agencies; utilizing established network and adding to list of referral agencies.
- Responds to Corpsmembers in crisis and provides referrals for emergency services, as needed.
- Collaborate with Recruitment and Intake staff to meet program enrollment and service delivery numbers through frequent contact with participants, coordinating home visits, office appointments and telephone calls to follow through with individual service plans and other service delivery.
- Foster a motivational and supportive environment for Corpsmembers.

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FACILITATION / LIAISON

- Collaborate with Transition team to refer clients on caseload to life skills, vocational training, and College & Career workshops.
- Collaborates with Program Manager of Transition Services to refer clients to the legal services program.
- Facilitates/assists Life Skills, Leadership Council, and group meetings for participants in various settings.
- Communicates with Work Program and Education staff on a consistent basis to ensure participants are successfully participating and progressing through the Young Adult program. Work closely with these departments to ensure staff are informed of Corpsmembers status and outcomes.
- Coordinates program elements with other staff to achieve program goals and outcomes.

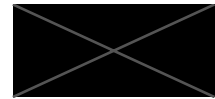
REPORTING

- Maintains high level of confidentiality and does not use or disclose protected health information about any member or other party in compliance with policies related to state or federal laws including the Health Insurance Portability and Accountability Act (HIPAA).
- Track and document contract related data for clients on caseload and report to Senior Program Manager on a weekly basis.
- Monitors and maintains documentation and files of client services, ensuring compliance with agency policies, while entering and tracking all pertinent participant data and case notes in the internal data collection software (ECM) as well as contract specific data collection systems.
- Tracks and complies with all due dates, paperwork and other assigned contract requirements.
- Tracks participants' supportive service expenses including back-up documentation.
- Collaborates with Transition staff to provide information pertinent to follow-up services.

SKILLS/REQUIREMENTS

- Demonstrate excellent analytical skills; characterized by identifying, assimilating, and comprehending the critical elements of various situations, and extracting and interpreting the implications of courses of action.
- Demonstrate excellent communication and presentation skills (verbal and written); characterized by actively listening and ensuring respectful two-way communication.
- Demonstrate sensitivity, understanding, and the ability to effectively interact with individuals (internal and external) from diverse cultural, socioeconomic, disability and ethnic backgrounds.
- Demonstrate strong time management skills and a high level of attention to detail.
- Demonstrate a high level of accountability, responsibility, and dependability.
- Demonstrate teamwork through cooperation and collaboration with others.
- Demonstrate a positive attitude, self-discipline, and self-awareness.
- Ability to prepare concise, logical, and grammatically correct documents, reports, and presentations.
- Ability to accept, direct and perform responsibilities and assigned tasks as a project team member in support of the overall project.
- Ability to explain policies, procedures, directions and represent the philosophy and values to a wide range of audiences including Corpsmembers, programmatic staff, management, and the public.
- Ability to structure tasks, establish priorities and set goals.
- Ability to effectively perform the physical requirements of the job, as well as train others.

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- Ability to effectively provide presentations, work demonstrations, and instruction to others to promote and establish a culture of safety.
- Ability to balance competing priorities and multiple stakeholders.
- Ability to work independently.
- Intermediate level of computer skills (Microsoft Office environment) including Excel, Word, PowerPoint, software, and Internet research.
- High level of interpersonal skills, integrity and the ability to keep information confidential.
- Uses good judgment, evaluates alternatives in the achievement of quality outcomes.
- Results-/Solution-oriented; flexible.
- Passion for [REDACTED] and ability to articulate its mission.

SUPERVISORY RESPONSIBILITY

This is a non-exempt position that does not have supervisory responsibility.

WORK ENVIRONMENT

This position operates in multiple environment settings, including but not limited to a professional office environment, outdoor field work, or driving vehicles for programmatic needs. The office setting routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; and talk or hear. The employee must occasionally lift or move up to 25 pounds. Specific vision requirements of the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

TRAVEL

The employee must be able to safely drive him/herself locally as may be required by the duties and responsibilities of the position. Travel distances may vary between 1-100 miles each way based on project site location. Possible events requiring overnight stay for up to one week at a time may be assigned. Travel may be local as well as to [REDACTED] work site locations in the greater [REDACTED] area.

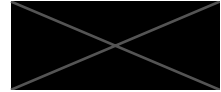
REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree (from an accredited institution) in a related field required and/or equivalent work experience.
- A minimum of two (2) years of experience in counseling and case management preferably with at-risk young people and/or community organizations/groups required.
- A minimum of two (2) years' experience collecting data and maintaining files required.

PREFERRED EDUCATION AND EXPERIENCE

- Previous experience working in the non-profit or public sector preferred.

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- Knowledge of Workforce Investment Opportunity Act (WIOA), Community Service Block Grant (CSBG) or other Department of Labor youth programs and case management and reporting requirements.
- [REDACTED]

OTHER DUTIES AND REQUIREMENTS

- [REDACTED] Class C Commercial Driver's License with passenger endorsement. Must obtain C Commercial Driver's License within 90 business days from start date.
- Perform other duties as assigned. Please note that this job description is not designed to cover or contact a comprehensive listing of activities, duties and/or responsibilities that may be required of the employee for this job. Duties responsibilities and activities may change at any time and without notice.

AA/EEO STATEMENT

It is the policy of [REDACTED] to seek and employ a qualified workforce at all locations, job sites, and facilities, and to provide equal employment opportunities for all applicants and employees in recruiting, hiring, placement, training, compensation and benefits, promotion, transfer, and termination.

JOB DESCRIPTION ACKNOWLEDGMENT

I have read this job description and fully understand the requirements set forth therein. I further understand that this job description does not constitute an employment contract or promise with [REDACTED] and that employment in this position is at-will, meaning employment may be terminated with or without notice or cause at any time either by me or by [REDACTED]

Employee Signature

Date

[REDACTED]
Equal Opportunity Employer