Job Title: Resource Navigator – Level II | **Department: Resource Navigation**

Reports To: Navigation Program Manager | FLSA: FT, Non-Exempt, $16.50-18.50 hour DOE

Organization

Founded in 1961, House of Neighborly Service assists and advocates for people challenged by the effects of poverty or situational crisis by providing basic need services.

Overview

The HNS Resource Navigator – Level II, works with clients that are experiencing low-income or situational crises, with the intent to advocate and support with basic needs and referrals; which is a strength-based approach in serving clients through community partnerships and resource navigation. The Resource Navigator works closely with the navigation team and reports directly to the Resource Navigator Manager.

Responsibilities

Specific duties include but are not limited to:

- Ensuring clients access relevant HNS basic needs services and other applicable community resources.
- Develop trusting relationships with clients while operating within legal, ethical, and professional boundaries.
- Serve as an advocate to help clients achieve goals to sustainability and self-sufficiency.
- Monitor client progress and collect data as needed in a confidential, timely, and accurate manner, maintaining accurate written and electronic records of work undertaken.
    - Entering client information into HMIS and Salesforce.
    - Administer the Vi-SPDAT to eligible clients.
    - Actively participate in applicable CAHPS conference calls/meetings.
- Actively participate in all required monthly staff meetings, professional meetings and trainings.
- Collaborate with the team of Resource Navigators.
- Assures all services provided are within HNS guidelines and philosophies.
- Models non-discriminatory practices in all activities.
- Complies with and supports suggestions and policies set by HNS leadership.
- Become familiar with HNS programs and services, including: The Food Pantry, Clothing, Family Promise, PAT, Guiding Connections, and wrap-around services.

Child or Older Adult Safety

- This position is a mandatory reporter under Colorado law. If you have reasonable cause to know or suspect that a child is being abused or neglected, you are required to report it immediately (within 24 hours) to the Colorado Child Abuse and Neglect Hotline (844-CO-4-KIDS) or local law enforcement, per C.R.S. § 19-3-304. The same duty applies to suspected abuse, neglect, or exploitation of an at-risk elder or at-risk adult with intellectual or developmental disabilities, per C.R.S. § 18-6.5-108. Failure to report as required by law can result in criminal penalties

EQUAL EMPLOYMENT OPPORTUNITY

House of Neighborly Service (HNS) is dedicated to the principles of equal employment opportunity to all individuals based on job related qualifications and ability to perform a job, without regard to race, creed, color, ethnicity, national origin, religion, sex, sexual orientation, gender expression, age, physical or mental ability, veteran status, military obligations, marital status, genetic information, or any other applicable status protected by state or local law. In addition, HNS will provide reasonable accommodations for qualified individuals when appropriate.

Community Partnerships

- Develop relationships with community partners, and serve as liaison between community resources and clients to ensure effective collaboration

Requirements

- Understanding of HNS's mission and positively represent the agency both internally and externally
- Bachelors Degree in related field, prior human services experience, or life experience preferred
- Demonstrates skills critical to successful resource navigation including advocacy, interdisciplinary collaboration, and crisis management
- Excellent verbal and written communication skills
- Ability to respond safely to emergency situations
- Knowledge of local community resources
- Respect and sensitivity to the needs and rights of others, including those of different cultural, racial, ethnic, or religious backgrounds, sexual orientation, gender identity or expression, disability status, age, or national origin
- Skilled in engaging and connecting with the targeted population of HNS; culturally sensitive and aware
- Excellent organization, time management, critical thinking and team partnership skills
- Skilled in online documentation and use of database systems
- Proficient in Microsoft Office and Google applications

Physical Requirements & Work Environment

- Primarily an office/client-service environment; regularly sits, stands, and moves about the workspace during a shift
- Occasionally lifts and carries items up to 25 lbs. (e.g., files, supplies, donated goods)
- Regularly uses a computer and phone for extended periods, including data entry and client documentation
- May be exposed to emotionally difficult client situations and occasional crisis or emergency circumstances requiring a calm, measured response
- Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions of this role; please discuss any accommodation needs with Human Resources

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Culture

- Approach daily tasks, projects, and follow-up communication with energy, excellence, and thoroughness.
- Show respect and appreciation for others, including HNS and Life Center clients and partners.
- Be punctual to work and meetings.

Servant Leadership

- Genuine interest and action in helping others.
- Genuinely and consistently treat co-workers, donors, and Life Center partners like they are the most important person including eye contact, a smile and a genuine "Thank you".

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Teach-ability

- Consistent eagerness to learn, listen, apply knowledge, and accept feedback.
- Strong initiative and vision for continuous improvement while contributing to a positive team atmosphere.

Dress Code

- Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for donors, volunteers, and co-workers.

Efficiency

- Demonstrate pride and ownership of their work while meeting expected deadlines.

Staff	Date	Human Resources

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