



**Job Title: Resource Navigator – Level II**  
**Reports To: Berthoud Program Manager**

**Department: Berthoud Resource Navigation**  
FLSA: Part-Time, Non-Exempt, \$17-19 *DOE*

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### **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 with the intent to advocate and support with basic needs, application assistance and referrals; which is a strength-based approach in serving clients through community partnerships and resource navigation. Additional focus includes the Senior Mobile Program. This position works closely with the navigation team.

### **Responsibilities**

Specific duties include but are not limited to:

- Ensuring clients access relevant HNS basic needs services and other applicable community resources.
- Receptionist duties as needed, including checking in clients and taking food orders.
- Assisting clients in application processes to enable them to access additional resources and financial assistance.
- 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.
- Senior Mobile Program:
  - Home visits to seniors and disabled
- 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 Day Center, 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, with an added focus on senior resources, 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 with different cultural, racial, sexual, religious, or ethnic identities.
  - 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.
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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".

### 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.

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Staff

Date

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Human Resources

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