Job Title: Family Navigator - Loveland
Reports To: Resource Navigator Manager
Family Promise Manager

Department: Family Navigators
FLSA: Hourly/Non-Exempt ($20-21 DOE)
32-36 Hours: Full-time

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 Family Navigator works at identifying at-risk families with children for the intent to intervene with advocacy and support; which is a strength-based approach in serving families through community partnerships and family led case management. The primary effort of this position is to prevent child abuse and neglect and keep families together. The Family Navigator works closely with other Family Navigators, Family Promise of Larimer County case managers, the Resource Navigation team and reports directly to either the Family Promise Manager or the Resource Navigator Manager.

Responsibilities
Specific duties include but are not limited to:

Support families
- Ensuring families access relevant HNS Basic Needs Services and other applicable community resources
- Develop trusting relationships with families while operating within legal, ethical, and professional boundaries
- Serve as an advocate to help families achieve goals related to children safety and overall family wellness
- Monitor client progress and collect data as needed in a confidential and accurate manner, maintaining accurate written and electronic records of work undertaken
- Actively participate in all required monthly staff meetings, professional meetings and trainings
- Collaborate with team of Family Navigators to create a caseload monthly report
- Use the 5 Protective Factors framework as a tool and implement a Protective Factor Survey for each family being served
- Establish trusting relationships working effectively with mothers/fathers/children/extended family
- Empower families for self-reliance by actively assisting them in building a support network

Child Safety
- If needed, report to Department of Human Services if there is any reason to believe that a specific child is being abused or neglected. This is mandatory and non-negotiable for this position.

Community Partnerships
- Develop relationships with community partners, and serve as liaison between community resources and families to ensure effective collaboration
- Represent HNS at community events and speak on behalf of HNS services as needed

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.
• Work with the Development Department to ensure that all Family Navigator marketing materials are up to date and shared with community partners as needed
• Coordinates community awareness events (focusing on school age students) in coordination with Development; as well as coordination of parent and child educational classes

Requirements:
• Commitment to fulfill House of Neighborly Service’s mission and positively represent the brand both internally and externally
• Bachelors Degree in a Human Service, Psychology, Social Work, Human Development and Family Studies or related field
• At least 1 year of relevant experience in working with families experiencing generational poverty
• Demonstrates skills critical to successful case management including advocacy, interdisciplinary collaboration, crisis management, and knowledge of child protection system
• 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
• Proficient 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
• Bi-lingual in Spanish/English desired

Culture: Honor, Unity, Growth, Service
  o Approach daily tasks, projects, and follow-up communication with energy and thoroughness
  o Show respect and appreciation for others, including HNS staff, clients, and volunteers
  o Genuine interest and action in helping others
  o Genuinely and consistently treat co-workers and clients like they are the most important person including eye contact and a smile
  o Consistent eagerness to learn, listen, apply knowledge and accept feedback
  o Strong initiative and vision for continuous improvement while contributing to a team atmosphere

Dress Code
  o Meets HNS dress and grooming expectation in support of professional, clean and welcoming environments for clients, co-workers, and community partners

Efficiency
  o Demonstrate pride and ownership of their work while meeting expected deadlines

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Staff                                                                 Date                                                                 Human Resources