



Job Title: Resource Navigator – Level I
Reports To: Navigation Program Manager

Department: Resource Navigation
FLSA: Part Time, Non-Exempt, \$16.00–17.50 hour DOE

Organization

Founded in 1961, House of Neighborly Service (HNS) 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 I, the Resource Navigator supports individuals experiencing low income or situational challenges by helping them access and navigate available HNS services. They connect clients to appropriate resources, determine eligibility, and make referrals as needed. This role works as part of a team and reports to the Resource Navigator Manager.

Responsibilities

Specific duties include but are not limited to:

- Assist clients in accessing HNS basic needs services and relevant community resources
- Develop trusting relationships with clients while operating within legal, ethical, and professional boundaries
- Monitor client progress and maintain timely, accurate, and confidential written and electronic records. Includes data entry into Salesforce and proper documentation in client files
- Actively participate in all required monthly staff meetings and relevant professional meetings or trainings
- Collaborate and communicate effectively with the team of Resource Navigator and HNS programs staff to support client needs
- 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

Community Partnerships

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

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.

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
-

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

Staff

Date

Human Resources

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.