

## JOB DESCRIPTION

<b>TITLE:</b>	<b>NAVIGATOR</b>
<b>IMMEDIATE SUPERVISOR:</b>	Program Manager
<b>DEPARTMENT:</b>	Housing & Transitional Services
<b>SALARY &amp; HOURS:</b>	\$16.71/hour; Full-Time
<b>DATE:</b>	July 2015

### **GENERAL FUNCTIONS:**

It is the role of the Navigator to accept referral of families with immediate and/or complex housing and other human services needs, conduct a comprehensive family assessment, work with the family to develop an action plan, make coordinated referrals to services, and work with the family to modify the plan as service needs are addressed. The Navigator will be a member of a team of Navigators, each of whom will serve as a generalist and as a subject matter expert for the entire navigation team in a particular human services system(s). Collectively, the team will provide services throughout Snohomish County. The Navigator will also be active in the Investing in Families Pilot Partnership and other community service delivery integration activities as indicated.

### **PRINCIPAL ACTIVITIES:**

- Accept referrals of families from Investing in Families Coordinated Entry sites throughout Snohomish County.
- Make contact with the families referred and provide intensive, one-on-one comprehensive assessment of family strengths and needs in all life domains.
- Provide families with detailed information about data sharing among Investing in Families partners and obtain informed consent for the sharing of data, making alternate arrangements for those families that opt out of data sharing.
- Maintain strict confidentiality of family information in conformance with related policies and procedures.
- Utilize Investing in Families and other relevant data collection tools.
- Maintain up-to-date and accurate client files.
- Enter data in the Homeless Management Information System (HMIS) and other relevant data systems.
- Utilize motivational interviewing to help the family develop a strengths-based plan of action to achieve optimal self-sufficiency.
- Assist the family with coordinated referrals to a customized array of services that will help them achieve plan goals.
- Model problem-solving for families.
- Utilize the Snohomish County Self-Sufficiency Matrix to chart progress toward self-sufficiency in relevant life domains.
- Review feedback from referral agencies and help each family adjust its plan based on progress moving toward self-sufficiency in relevant life domains.
- Continue to collect feedback for families that have been transferred to a case manager(s) for intensive services in relevant life domains.
- Cooperate with evaluators on the collection and analysis of data related to participating families.
- Participate in Investing in Families and other relevant community activities.
- Perform related duties as assigned.

**ESSENTIAL SKILLS AND EXPERIENCE:**

- Bachelor's degree in education, marketing, psychology, communications, social services, or equivalent experience required.
- Demonstrated program management and organizational skills required.
- Effective human services skills such as coaching, mentoring, supervision, client motivation and tracking of such services required.
- Knowledge of human services in Snohomish County.
- Demonstrated sensitivity to the needs of families experiencing and at risk of homelessness.
- Ability to personify a pleasant and friendly atmosphere and environment to the general public, staff, management and the Investing in Families partnership.
- Strong attention to detail and data integrity.
- Ability to write clear and concise narratives.
- Self-directed and motivated to set own deadlines. Ability to transition from one location to another.
- Ability to provide life management coaching.
- Effective team player.
- Computer literacy-Word and Excel preferred. Ability to use Internet search engines and social networking sites.

If you wish to apply for this position, send a cover letter and a resume to:  
**recruiter@voaww.org**

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