



Job Posting

TITLE	Intervention Services Navigator
REPORTS TO	Manager of Intervention Services
JOB SUMMARY	Responsible for providing services through the Intervention Services program, assessing participant's needs and providing them with internal, outreach and external resources. Bilingual in Spanish preferred.
CLASSIFICATION	Full-time; non-exempt

DUTIES/RESPONSIBILITIES

- Interview, assess and assist participants with immediate needs requests by determining options for self-sufficiency, connections to appropriate internal services and external referrals, and navigation to other resources
- Coordinate and provide services through restricted funded programs, which may include rental assistance, utility assistance, and Senior Food Commodities
- Responsible for all necessary grant and program documentation for each associated program
- Enter, edit and document participant records in web-based Homeless Management Information System (HMIS) database, QFlow and AC Print Ticket System.
- Refer participants to Pathways Program, Shelter Program or outside agencies when appropriate
- Be available as a resource and to instruct volunteer advocates as they meet with participants
- Maintain daily records and program documentation as instructed
- Maintain good communication with other staff and manager
- Keep colleagues informed of program activities, progress and difficulties
- Maintain good working relations with external community services providers, our donors and volunteers
- Provide support to other program services staff during challenging situations
- Attend The Action Center functions and/or special events as needed
- Update resource handouts as needed

KNOWLEDGE, SKILLS AND ABILITIES

- Bachelor's degree in human services or related field required; or equivalent work experience
- Requires a minimum of two years of work/volunteer experience with vulnerable populations with an awareness of and dedication to basic human needs
- Competency in boundary setting with participants and volunteers, and comfortable using de-escalation techniques required
- Good organizational skills, ability and willingness to exercise initiative, and work independently within a team framework required
- Ability to relate well to clients, staff, volunteers, professional service provider staff and general public is required
- Full competency in HMIS, Qflow and AC Print Ticket System required within 60 days
- Prefer bilingual in Spanish
- Basic competency in computer technology for communication and database entry is required
- Experience with financial counseling a plus

Email resume and cover letter to: jobs@theactioncenterco.org

Currently interviewing - please apply as soon as possible. Posting will remain open until filled.

The Action Center is an equal opportunity employer