



Job Posting

TITLE Intervention Services Navigator

REPORTS TO Program Manager, Intervention Services

JOB SUMMARY Are you passionate, compassionate, energetic and have a strong desire to help people experiencing hardship? If so, The Action Center has a job for you! The mission of The Action Center is to provide an immediate response to basic human needs and promote pathways to self-sufficiency for Jefferson County residents and those experiencing homelessness. The Intervention Services Navigator is a key position to the implementation of the first part of our mission. It is that immediate response to basic needs.

This position is responsible for supporting participants through the Intervention Services program. This includes assessing participant's needs and providing them with internal, outreach and external resources that support their path to self-sufficiency. 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 to meet the needs of participants. This may include:
 - Onsite restricted funded programs – including but not limited to Senior Food Commodities, rent assistance, utility assistance
 - Referrals to the agency Pathways Program and/or Shelter Program
 - Referrals to partner agencies both onsite and in the community
- Responsible for all necessary grant and program documentation for each associated program which includes recording information in web-based data management systems, such as the Homeless Management Information System (HMIS), QFlow and AC Print Ticket System
- Support volunteer participant advocates as needed in their work with participants and in the delivery of programs. This may include assisting participants in the self-select grocery, in the clothing bank and general support in building operations as related to serving participants.
- Communicate effectively with the agency Program Services Building teams, programs leadership, volunteers and community partners about program activities, progress and difficulties. This may include:
 - Providing support to other program services staff and volunteers during challenging situations
 - Maintaining daily records and program documentation as required
 - Successfully utilize onsite electronic systems to support participant service and management
- Maintain good working relations with external community services providers, our donors and volunteers
- Attend agency 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 participants, 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 – training will be provided
- 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