Community Resource Navigator

Class Code:

Bargaining Unit: Non-union

SALARY RANGE
Hourly $25.58-$35.80

NATURE OF WORK:

The goal of this position is to assist individuals and families in accessing vital services and resources in their community. The Community Resource Navigator will serve as a valuable link between our organization and the communities we serve, identifying resources, building relationships and sharing resources to help individuals and families overcome challenges and barriers they may face accessing resources in their community. Work is performed under the general supervision of the Community Health Supervisor.

JOB FUNCTIONS:

Essential Job Functions

Communication:

1. **Direct Assistance and Referral:** Offer direct assistance to unhoused persons, providing clear, accurate, and timely information about available resources. Guide clients through the process of accessing these resources, including navigating bureaucratic and administrative processes.
2. **Crisis Intervention:** Provide immediate support and assistance to individuals in crisis situations, with a focus on securing basic needs and safety.

Data Analytics and Assessment:

3. **Resource Identification and Coordination:** Research, identify, and maintain current knowledge of resources specifically for unhoused individuals, including housing, healthcare, food access, and other basic needs. Develop and update a comprehensive Resource Directory in collaboration with community partners.

Community Partnership:

4. **Community Engagement and Relationship Building:** Establish and maintain relationships with key community stakeholders, including local shelters, food banks, healthcare providers, and other relevant organizations. Participate in community events to raise awareness and connect with those in need.
5. **Travel and Outreach:** Regularly travel within the community to meet with clients, attend meetings, and participate in outreach events.

Leadership and Systems:

6. **Collaboration and Teamwork:** Work closely with other departments within the City of Appleton, as well as external agencies, to ensure a coordinated and efficient approach to service delivery for unhoused populations.

Health Equity:

7. **Cultural Competency and Inclusivity:** Demonstrate sensitivity and understanding of the diverse backgrounds and needs of unhoused populations. Ensure that services are inclusive and accessible to all.

Data Analytics and Assessment Skills:

8. **Documentation and Reporting:** Accurately complete all required documentation, including client interaction logs, and submit reports in a timely manner.

Other Job Functions

9. Maintains regular punctual and predictable attendance, works overtime and extra hours as required.

REQUIREMENTS OF WORK:

Bachelor's degree in social work, psychology, sociology, or a related field, with a focus on homelessness or poverty alleviation preferred; or any combination of education, experience, and training which provides the following knowledge, abilities, and skills:

- Strong communication, interpersonal, and active listening skills.
- Deep empathy, compassion, and a dedicated commitment to assisting unhoused individuals.
- Extensive knowledge of community resources and services, especially those catering to the basic needs of unhoused persons.
- Cultural competence and experience in working with diverse and marginalized populations.
- Excellent organizational and time-management skills, with the ability to respond effectively to urgent needs.
- Flexibility to work irregular hours, including weekends and evenings, to meet the needs of unhoused persons.
- Proficiency in software and database management pertinent to resource navigation and client tracking.
- Valid Wisconsin driver's license and reliable transportation, suitable for reaching various parts of the community.

SUPPLEMENTAL INFORMATION:

Competencies

To learn more about these competencies click here

JOB TASK ANALYSIS: