



Community Navigator Job Description

Position Title: Community Navigator	Reports to: Michelle Mai-Program Manager
FLSA Status: Non-Exempt Full Time	Work Schedule: Monday – Friday, 8:30 am – 5:00 pm
Pay Range: \$18.00 per Hour [non-exempt]	Department: Helpline/Hate Crime
<p>Position Summary: Under the supervision of the Program Manager-Rental Assistance, Veterans & Anti-Hate Crime, the Community Navigator is responsible for assisting the needs of people contacting 211OC (Call Center, text, email, and collaboration with partner agencies), including intake and assessment, filing Hate Crime/Incident reports, connecting to needed resources, and conducting follow-ups to ensure appropriate connections/warm handoffs are made.</p>	
<p>Essential Functions/Responsibilities</p> <ul style="list-style-type: none"> • Provide care coordination and navigation services (including needs assessment, intake, eligibility matching, warm connections, coordination with service agencies, and follow-up) for people contacting 211OC • Accept direct referrals/warm handoffs from community partners and telephone transfers to the 211 OC Hate Crime/Incident reporting line • Assess and determine eligibility for a hate crime/hate incident/hate activity • Assist with filing the Hate Crime/Incident Report • Set follow-ups with the people contacting 211OC and direct referrals/warm handoffs • Attend partner trainings, meetings, and other activities as required for the program • Work closely with program staff to ensure program deliverables are being met • Assist with building the process to merge into the Community Information Exchange (CIE) powered by 211OC. • Assist with training and outreach meetings and events • Perform other duties as assigned. • Ability to maintain a positive, professional, and a discreet demeanor • Ability to get to work on time • Ability to follow directions • Ability to effectively interact with coworkers • Ability to understand and follow work rules and procedures • Ability to accept constructive feedback 	
<p>Education and/or Experience Required</p> <ul style="list-style-type: none"> • 1+ years working in the health and human service field preferred • 1+ years working in a customer service position preferred 	
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Friendly approach, strong empathetic skills, ability to establish a good rapport, and employ active listening • Excellent communication skills (verbal and written) and detail-oriented • Maintains a calm and sensitive demeanor while using a trauma-informed approach • Ability to prioritize multiple needs • Computer literacy • Self-motivated person with the ability to meet program goals • Comfortable interacting with all levels of personnel, maintaining tact and composure • Demonstrated ability to manage difficult situations, in person, through written communication, and by phone. 	
<p>Competencies <i>All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.</i></p> <p>Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.</p> <p>Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains</p>	

Community Navigator

Job Description

open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.

Professionalism - Tactfully approaches others; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of the organization.

Working Conditions

Physical Demands

The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb stairs; sit; use hands-to-finger, handle or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Covid-19 Considerations: Initial training will occur remotely due to Covid 19, with onsite training as needed. We continue to work remotely and will make a determination later with ample notice to all employees of any worksite location changes. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

211 Orange County is an Equal Opportunity Employer

COVID-19 considerations:

Initial training will occur remotely due to Covid 19, with onsite training as needed. We are continuing to work remotely and will make a determination at a later time with ample notice to all employees of any worksite location changes.

If you are interested in applying for this position, please email your resume with cover letter to Michelle Mai at mmai@211oc.org.