



## Navigator

<b>Position Title:</b>	FSP Navigator
<b>Status:</b>	Non-exempt
<b>Department:</b>	Employment Services
<b>Work Schedule:</b>	40 hours per week; typically, Monday-Friday 8:30 am-5:00 pm
<b>Wages &amp; Benefits:</b>	\$23.42 per hour DOE; benefit package included

### Position Summary

Under supervision, works closely with Connecting Point Navigation participants to support them with their goals, identify pertinent barriers, and create and follow through with a plan that successfully manages those barriers. A key component to the role of Navigator is facilitating connections with community organizations/businesses to ensure that each participant is accessing systems. The Navigator will work collaboratively with all Connecting Point programs, including 211, to connect to community organizations/businesses.

### Examples of Duties (Illustrative Only)

- Works with Connecting Point (CP) participants to create a plan with appropriate steps to meet their goals. Assists and motivates participants to accomplish those steps
- Provides guidance and instruction to CP program participants
- Facilitates connections between CP program participants and community organizations/businesses, including the utilization of 211 resources.
- Collaboratively works with CP staff to support each program participant with their goals
- Reports participants' progress with their goals to appropriate, identified staff
- Utilizes CP databases to report on participants' progress
- Promotes and models effective interpersonal skills with active listening, open-ended questioning, and sensitivity to participant diversity
- Responds as a call agent to the 211 Connecting Point Disaster Response Team in the event of a countywide disaster
- Other duties as assigned

### Qualifications

Knowledge of:

- Computer software and applications, including Internet applications, word processing, and spreadsheets
- Database management
- Recordkeeping, report preparation, filing, and records management techniques
- Techniques for problem solving and effective customer service

Skill in:

- Communicating clearly, effectively, and respectfully, both orally and in writing



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- Building and maintaining strong relationships with community organizations
- Organizing work, tracking activities, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction
- Using existing systems and developing new systems as needed to complete and track tasks
- Breaking goals into manageable, measurable steps
- Working collaboratively with staff at all levels to reach a mutually determined goal
- Accomplishing tasks while working with peoples' diverse skills

### Licenses and Certificates:

Possession of a valid State of California driver's license within 30 days of hire. Proof of adequate vehicle insurance. Reasonable accommodations may be provided for otherwise qualified individuals who require and request such accommodation.

### Physical Demands and Working Conditions

Speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen. Reasonable accommodations may be provided for some physical demands for otherwise qualified individuals who require and request such accommodations.

### Other Requirements

This description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.