EL CENTRO de la RAZA
JOB SUMMARY

GENERAL INFORMATION

Position Title: BSK FAMILY NAVIGATOR
Pay Status: Executive ______ Management ______ Staff ______ X
Contract ______ Exempt ______ Non-Exempt ______
Reports To: Early Learning Home Visiting Director
Date Summary Established: 7/20 Last Revision Date: 7/20
Written By: ELHV Director Approved By: Executive Director

POSITION SUMMARY

The BSK Family Navigator is responsible for assisting, enrolling and referring participants in learning about assistance programs, understanding eligibility requirements, completing and submitting paperwork, and staying engaged during the decision and appeals process to ensure receipt of financial benefits programs for which they are eligible. This position is based at El Centro de la Raza’s Federal Way office.

ESSENTIAL FUNCTIONS

- Provide culturally competent and linguistically appropriate navigation services to families enrolled in the ELHV Department Home Visiting Programs. Inform, engage, assist, support participants and households to apply for, receive and retain government benefits; as well as making doctors’ appointments, counseling appointments, enrolling kids in school or programs, etc., to increase financial and household stability.
- Focus area of work is South King County out of the El Centro de La Raza’s Federal Way Office.
- Work with ECDLR’s ELHV Program Supervisors and Community Connectors and Navigation program coordinators for cross referrals and participant follow up.
- Create culturally and linguistically appropriate marketing and outreach materials; identify highly Latino population areas within South King County, design an approved outreach and recruitment plan enrollment plan to enroll 50 participants from the ELHV Department Programs in the first 90 days.
- Conduct a participant intake interviews and need assessments to determine eligibility, collect client information and relevant documents with ELHV Participants.
- Assist participants with the application process to receive Government Benefits that include SNAP (formerly Food Stamps), TANF, WIC, LIHEAP, utilities assistance, childcare, child support, housing subsidies and services, SSI, medical assistance, employment and other relevant programs.
• Provide one-on-one technical guidance during supplemental processes such as appeal applications, advising on court processes and explaining follow-up procedures.
• Refer no less than 85% of clients to internal El Centro de la Raza programs, track outcomes. Provide referral for participants to external supportive services and partners as needed. Track outcomes.
• Provide translation as needed.
• Monitor and report weekly, monthly and quarterly to BSK and the Early Learning and Home Visiting Director regarding the client application status and conduct weekly follow-up with clients as needed.
• Meet with the ELHV Director on a weekly basis for Reflective Supervision and program review and with BSK on a monthly basis.
• Collect, track and measure all participant data and prepare required program reports including a monthly narrative, success stories, and a program performance report for Board of Directors. Enter all client information accurately into Salesforce on a monthly basis.
• Research resources and services available to Spanish speaking participants in the South King County Area by meeting with agency Navigators and collectively create a Directory of Resources for the South King County Area for ECDLR.
• Create a monthly bulletin for the ELHV Programs highlighting new resources.
• Ability to drive own vehicle with license and insurance to travel to meet participants.
• Meet all deliverables and outcomes specified in the Contract.
• Perform other duties and responsibilities as assigned.

MEASURABLE STANDARDS

• Must be able to work in a multi-cultural/multi-ethnic environment
• Must be able to work with participants from a variety of ethnic and cultural backgrounds
• Must be able to maintain effective relationships with co-workers, participants, community representatives and the general public
• Must perform work in a professional manner at all times

JOB QUALIFICATIONS

Essential minimum skills, education, and experience:

• B.A. degree in Social Services or related field
• 5+ years of nonprofit experience or other relevant experience
• Bilingual Spanish/English both written and oral fluency.
• Driver’s license and proof of insurability, and access to a vehicle.
• Strong computer skills in Microsoft Word, Excel and Outlook
• Strong organizational and interpersonal skills
• Must have work experience in an office environment and adhere to office protocol.
WORKING CONDITIONS/ENVIRONMENT

Works in a general office environment 40 hours per week. May require a flexible schedule for outreach and other events.

NOTES AND SPECIAL REQUIREMENTS

Employment is contingent upon satisfactory results of a background check and Motor Vehicle Record (MVR) Check. The above duties or working procedures describe the chief function of the job and are not considered a detailed description of every duty of the job. Position requires a 6-month evaluation period.

BENEFITS

This position is eligible for El Centro de la Raza’s full benefit package including medical/dental/life insurance coverage, 401(k) plan, paid vacation and sick leave, and 8 paid holidays. In addition to these paid holidays, El Centro gives additional paid time off (up to 5 days) during the last week of December for qualified employees. El Centro employees also benefit from ongoing professional development opportunities.

APPLICATION PROCESS

Please send resume to Shannon Armstrong at sarmstrong@elcentrodelaraza.org, or stop by El Centro de la Raza at 2524 16th Ave S, Seattle, WA 98144, to drop off a resume and pick up an application. If you have questions, please call 206.957.4626.