

# EL CENTRO de la RAZA

## JOB SUMMARY

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### GENERAL INFORMATION

**Position Title:** South King County **BENEFITS ENROLLMENT NAVIGATOR**

**Pay Status:** Executive \_\_\_\_\_ Management \_\_\_\_\_ Staff  X   
Contract \_\_\_\_\_ Exempt \_\_\_\_\_ Non-Exempt  X

**Reports To:** Human Services Director

**Date Summary Established:** 3/2021

**Last Revision Date:**

**Written By:** Human Services Director

**Approved By:** Executive Director

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### VALUES STATEMENT

El Centro de la Raza is a voice and a hub for Seattle and Martin Luther King, Jr. County's Latino community as we advocate on behalf of our people and work to achieve social justice. Through our comprehensive programs and services, we empower members of the Latino community as fully participating members of society. We also work to raise awareness with the public, and government, business and civic leaders about the needs of the Chicano/Latino community in the United States.

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### POSITION SUMMARY

The SKC Benefits Enrollment Navigator is responsible for assisting, enrolling and referring eligible individuals 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. This position is based at El Centro de la Raza's Seattle office.

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### ESSENTIAL FUNCTIONS

- Inform, engage, assist and support vulnerable individuals and households, to apply for, receive and retain available benefits to increase financial and household stability. Focus area of work as designated in contract, King County Districts, 2, 4, 5, 6, 7, 8 and 9.
- Work with ECDLR's Government Benefits, Community Connectors and Navigators program coordinators for cross referrals and participant follow up. Schedule regular presence at required south king county funders meetings and community partners.
- Create culturally and linguistically appropriate marketing and outreach materials; identify highly Latinx population areas within South King County, design an approved outreach and recruitment plan enrollment plan to meet outcomes outlines in each contract.
- Conduct a participant intake and assessment to determine eligibility, collect client information and relevant documents.

- Assist client with the application process to receive available benefits that include SNAP (formerly Food Stamps), rent assistance, unemployment, 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. As needed provide referral for client to external supportive services and partners as needed. Track outcomes.
- Provide translation as needed.
- Monitor and report weekly to Human Services Director regarding the client application status and conduct weekly follow-up with clients as needed.
- Meet with the Human Services Director on a weekly basis for program review.
- 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.
- Meet all deliverables and outcomes specified.
- Perform other duties and responsibilities as assigned.

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## **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 in a professional manner at all times.

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## **JOB QUALIFICATIONS**

### **Essential minimum skills, education, and experience:**

- B.A. degree
- 5+ years of nonprofit experience or other relevant experience
- Bilingual Spanish/English both written and oral fluency.
- 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.

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## **WORKING CONDITIONS/ENVIRONMENT**

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

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## **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.

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## **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.

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## **APPLICATION PROCESS**

Please send resume to Denise Perez Lally at [dperezlally@elcentrodelaraza.org](mailto:dperezlally@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.