



Position/Title: Community Navigation Manager  
Reports to: Director of Operations  
Position directly supervises: Community Navigation Team

**Overview:** The Community Navigator plays a vital role in connecting community members with resources, services, and support systems that address their unique needs. This position requires an individual with strong interpersonal skills, cultural competence, and a deep commitment to serving diverse populations.

**Job Description:** This position provides leadership in all aspects of program development, planning and operations of the Project Worthmore (PWM) Community Navigator Program. This person has direct oversight of all other Community Navigators and ensures that all the goals of the Community Navigator Program are being implemented in a manner that fosters community, self-sufficiency, and increases the quality of life.

**Responsibilities:**

Client Support and Case Management:

- Provide compassionate and empathetic support to clients as they navigate through the organization's programs and services.
- Conduct thorough assessments of clients' needs, develop individualized service plans, and monitor progress towards goals.
- Provide support and maintain regular contact with clients.
- Maintain an open, friendly, and cooperative relationship with each family that encourages them to move towards self-sufficiency.
- Provide guidance to clients on developing long term plans towards achieving self-sufficiency.
- Inquire, identify, and implement any needed solutions to client's government assistance programs and assist with providing referrals to other community services when necessary.
- Educate and provide necessary resources to ensure children are enrolled in school.
- Assist clients with finding meaningful and dignified employment.
- Encourage clients with English language acquisition by explaining PWM resources.
- Collaborate with Volunteer Coordinator and Development team of Understanding Neighbors with social bridging as needed.



Community Engagement:

- Develop and maintain relationships with community members, organizations, and stakeholders.
- Conduct outreach activities to raise awareness of available services and resources.
- Attend community events, meetings, and forums to stay informed about local needs and concerns.

Resource Referral:

- Assess the needs of individuals and families through active listening and empathy.
- Provide information and guidance on available resources, including but not limited to healthcare, housing, education, employment, and social services.
- Assist community members in accessing and navigating relevant programs and support systems.

Advocacy and Support:

- Advocate on behalf of community members to ensure they receive equitable access to resources and services.
- Provide emotional support and encouragement to individuals facing challenges or crises.
- Collaborate with other staff members and agencies to address systemic barriers and gaps in services.

Documentation and Reporting:

- Maintain accurate records of interactions with community members, including referrals made and services provided.
- Compile data and prepare reports on program activities, outcomes, and impact.
- Participate in program evaluations and quality improvement initiatives.
- Create and manage program budget.

Cultural Competence:

- Demonstrate sensitivity to the cultural, linguistic, and social backgrounds of community members.
- Adapt communication styles and approaches to effectively engage diverse populations.
- Foster an inclusive and welcoming environment where all individuals feel respected and valued.

Crisis Intervention:



- Provide immediate support and assistance to clients in crisis situations, including connecting them with emergency services and resources.
- Education and Empowerment: Educate clients about their rights, responsibilities, and available resources to empower them to make informed decisions and achieve self-sufficiency.

**Leadership and Supervision:**

- Oversees and supports all community navigators.
- Identifies appropriate and necessary professional development and trainings for navigator team.
- Oversees program data and ensures that data is accurate and up to date.
- Establishes and ensures cooperation with partners including employers, resettlement agencies and other stakeholders.
- Ensures compliance with CRSP/ resettlement guidelines and responsibilities.
- Assist with yearly Community Navigators evaluations.
- Communicate with Volunteer Coordinator any volunteer needs within the community.
- Act as a liaison with community resources/agencies, municipal, state, and federal agencies, or other organizations to help provide necessary resources to clients.
- Identify client families that might benefit from receiving assistance through the PWM programs.
- Maintain comprehensive family files in Apricot Database and provide reports.

**Qualification**

- Bachelor's degree in social work, psychology, public health, or a related field (preferred).
- Experience working with diverse populations in a community-based setting.
- Strong interpersonal skills and the ability to establish rapport with individuals from various backgrounds.
- Knowledge of local resources, services, and support networks.
- Proficiency in a language spoken by client populations is a plus.
- Excellent communication skills, both verbal and written.
- Ability to work independently and collaboratively as part of a multidisciplinary team.
- Empathy, compassion, and a genuine desire to make a positive impact in the community.

**Work Environment:**

Standard office environment, combined with community-based activities.



**Compensation:** \$62,000-\$70,000 depending on experience.

**Benefits:** Health Insurance premium reimbursement, Dental, 401K, Wellness program, Paid time off, sick days and holidays.

**How to Apply:**

Please submit your resume and a cover letter outlining your qualifications and interest in the position to [simret@projectworthmore.org](mailto:simret@projectworthmore.org). Applications will be reviewed on a rolling basis until the position is filled.

Project Worthmore is an equal opportunity employer committed to diversity and inclusion in the workplace. We encourage individuals from underrepresented backgrounds to apply.