



COMMUNITY NAVIGATOR VOLUNTEER JOB DESCRIPTION

Purpose

The Community Navigator Volunteer's primary role is to focus on the whole person to equip low-income families to overcome poverty and thrive. The person or family being served is the leader, and the Navigator's role is to serve, support and guide that leader in reaching greater levels of stability. A Navigator is a combination of ally, advocate, coach, strategist and detective.

Supervision

Northern Lancaster Hub/Community Action Partnership

Essential Duties & Responsibilities

- Work with at least one person/family to assist them in setting goals that eventually move them out of poverty
- Assist the person/family served to fill out the assessment tool that matches the person/family with the right resources at the right time. Keep up-to-date, accurate, electronic records and case notes of the person/family being served in the assessment tool system, which includes any goals of that the person/family being served
- Use reflective listening and other self-reflection tools to aid the person/family in reaching their personal goals and greater stability
- Assist the person/family in time management to avoid missed appointments or incomplete paperwork
- Assist the person/family being served with building and maintaining a circle of support
- Maintain current knowledge of effective services available throughout the community
- Provide on-going, long-term support to the person/family being served
- Attend and participate in regular Navigator meetings and ongoing professional development through the Northern Lancaster Hub or Community Action Partnership
- Ability to speak passionately and informatively on the importance of eliminating poverty
- Provide for the confidentiality of protected client and program information
- Possess general computer literacy / skills
- Other duties as assigned

Education, Skills & Related Work Experience

- Respect for and understanding of the population served
- Previous experience working or volunteering in Human Services or similar field
- Experience working with low income families and community services
- Proven track record of maintaining positive work atmosphere by behaving and communicating in a manner that fosters good relations with clients, peers and supervisors

- Ability to treat clients, peers and the general public in a respectful and courteous manner at all times
- Ability to develop a sense of community with peers, clients and volunteers
- Ability to remain calm and focused in the face of other people's distress
- Ability to develop a supportive, empowering culture for diverse members of the community
- Valid PA driver's license
- Must possess vehicle and be able to travel to various locations throughout Lancaster County
- Must have valid insurance and full time use of a vehicle
- Strong organizational skills in managing complex tasks with autonomy
- Excellent communication skills
- Ability to work flexible schedules, including occasional nights and weekends based on clients' availability and needs
- Must obtain FBI, Child Abuse and PA State Police clearances before starting work
- Bilingual is a plus
- Perform other reasonable related duties as needed

Work Environment/Physical Requirements

- Use hands to manipulate, handle, feel, and control items or equipment to operate computer, telephone, copier, and keyboard
- Lift up to 40 pounds occasionally to load and unload materials
- Talk, hear and communicate with clients and possess a level of hearing to understand speech
- See and be able to read, write and interpret written documents

NOTE: Navigation is a secular framework that meets people where they are and offers them a path toward healing and success. While their chosen spirituality is of course a part of that journey, Navigators may not engage in evangelism as it moves the relationship from being focused on the desires of the clients to being focused on the desires of the church.