Heartland United Way

Central Navigator Job Description

POSITION TITLE: Central Navigator
REPORTS TO: Development Director
STATUS: Full-time for 40 hours/week
LOCATION: Heartland United Way (1441 N. Webb Rd, Grand Island NE)

DESCRIPTION:
The Central Navigator coordinates existing resources to connect participants with a resource to either solve an immediate need or to develop a longer-term coaching relationship. The Central Navigator works empathetically and effectively to assist people through challenging times. The Central Navigator will help people become more economically stable by providing financial assistance for funding needs such as rent, utilities, transportation, and more. The Central Navigator will work collaboratively on behalf of youth and families with other community-based services to improve opportunities for people to be successful by identifying service system needs, gaps and barriers that will be used to develop community level strategies and solutions.

The Central Navigator will (1) Support Heartland United Way and Hall County Community Collaborative (H3C) initiatives with outreach and translation services, (2) Administer the Central Navigation flex funds, HUW assistance funds and other grant funds, by receiving applications, talking to applicants, process payments & supporting document, and keep documents updated, (3) Provide translation for the Heartland United Way. This work will support community impact initiatives in Hall, Hamilton, Howard, and Merrick County.

Responsibilities:

1. Attend H3C meetings and coordinate Central Navigation Committee meetings.
2. Conduct outreach activities to inform agencies, youth, and families in the area of H3C and available resources.
3. Provide verbal and written translation as requested or needed.
4. Provide CR Applications for clients who need assistance.
5. Communicate with partner agencies, referral sources, funders, utility companies, and landlords.
6. Gather information from incoming referral agencies and youth/families and assesses the needs to help identify and refer to appropriate programs, services, or supports the individual would be eligible to participate.
7. Meet with families to assure all intake information is received to assess their needs, goals, and eligibility for other services and supports.
8. Identify families that could benefit from additional coaching supports and provide support on an on-going basis to help them reach their goals.
9. Discusses funding requests with HUW staff when necessary. The Central Navigator will administer flexible, supportive funds and HUW funds in accordance with Collaborative policies and funding requirements when all other funding options are dissolved, ensuring a timely response to meet immediate needs.
10. Attends trainings, presentations, and meetings regarding protective and promotive factors and
youth and family centered practices.
11. Enter CN and HUW data into the electronic systems for each program.

Preferred Education and Experience:

• Associates or Bachelor Degree in Human Services or related field. Equivalent experience may be accepted.
• Two or more years working with clients in English and Spanish

Necessary Skills:

• Fluent in English and Spanish is required.
• Knowledge of resources and programs in Hall, Howard, Hamilton, and Merrick Counties.
• Value and respect people from different backgrounds of race, religion, skin color, gender, nationality, language differences, sexual orientation, gender identity, physical, mental and developmental abilities, age, socioeconomic status, work and behavioral styles, parental status and the perspectives of each individual shaped by their nation, culture and experiences.
• Knowledgeable and sensitive to issues about trauma and its effects and supports trauma informed changes in service delivery.
• Ability to work under pressure.
• Keep files and documents organized.
• Superior customer service skills.
• Ability to relate positively, empathetically, effectively and appropriately with clients, families, community members, volunteers and other staff on a daily basis.