

PUENTE DE LA COSTA SUR
Position Description

TITLE: Community Resource Navigator (1.0 FTE)

REPORTS TO: Clinical Director

General Summary:

The Community Resource Navigator provides day-to-day supportive services to San Mateo County south coast residents of Pescadero, La Honda, Loma Mar and San Gregorio. The successful candidate will be a primary point of contact for individuals and families who are eligible to receive existing or new services, including emergency food and clothing distribution, emergency housing assistance, health insurance and CalFresh enrollments, translations, phone calls, and assistance with navigating systems such as Jury Duty, DMV, Unemployment, Social Security, IRS, and Franchise Tax Board. This person is responsible for establishing and maintaining contact with community members; and providing case management to families and individuals enrolled in numerous Puente economic security and health programs. The Community Resource Navigator makes appointments, conducts home visits as needed, conducts surveys, keeps records and assists with the assessment of community needs.

Responsibilities:

- Assist participants with accurate completion of health insurance/coverage and CalFresh application(s) including successful enrollment/re-enrollment.
- Actively encourage and enroll new participants into available health coverage and economic security programs.
- Provide follow up on pending applications to ensure enrollment process is complete, this includes intensive case management services tailored to the individual participant's needs.
- Advocate for participants to obtain appropriate housing, employment, education, counseling, health care, transportation, treatment, medication and other available services.
- Maintain documentation of contact with program participants, landlords and other social services agencies and programs thoroughly and accurately as soon as possible following contact.
- Maintain current knowledge of and working relationships with community partners and social services providers. Attend interagency meetings as required.
- Work with participants to create culturally and linguistically appropriate plans for self-care. Communicate effectively in a manner that promotes trust and cooperation with program participants.
- Participate in planning discussions and meetings to assist in developing tactical plans to support outreach and enrollment goals.
- Participate in outreach and community events, as needed.
- Facilitate community meetings to provide education, support and access to community resources, and when appropriate, utilize a team approach to address participant barriers and increase support systems.
- Work with community resources, collaboration partners and stakeholders to identify gaps in services and seek to eliminate the same.
- Record participant data in a database and monitor performance outcome measures, participant satisfaction, and other assessments.
- Other duties as assigned.

Knowledge/Skills Required

- Familiarity of problems within the South Coast Community of San Mateo County, including but not limited to lack of basic needs (food, clothing, etc.), immigration issues, and the effect of poverty on emotional health and well being
- Ability to research appropriate community resources available for farmworkers, farmers, and their families
- Understand family and cultural values for different ethnic groups
- Effectively conduct culturally appropriate group and individual meetings and interviews
- Work collaboratively with colleagues and community members

Qualifications:

- Bachelor's degree in social work, human services, counseling or related field or equivalent combination of education and experience to commensurate with job requirements
- Experience in case management, providing direct services to program participants
- Demonstrated proficiency in translating English to Spanish and Spanish to English
- Ability to organize in an efficient manner. Must possess strong verbal and written communication skills
- Willing to work flexible hours, as necessary, including a minimum of two evenings each week and Sundays
- Must possess proficient skills in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Experience with web-based systems, One-e-App and Covered California portal
- Must be bondable
- Current California Driver's License and auto insurance and ability to drive to work related functions in and around Pescadero, La Honda, Loma Mar and San Gregorio/Southern San Mateo County area

Compensation:

Salary to be negotiated depending on qualifications and experience. This is a full-time exempt position with good benefits package including health, dental, life and disability insurance, and retirement account.

Salary Range:

\$45,000 to \$55,000 per year, depending on qualifications.

To Apply:

Send cover letter outlining interest in the position and resume by April 21, 2014 to Kerry Lobel, Puente, P.O. Box 554, Pescadero CA 94060 or via email to klobel@mypuente.org

For more information about Puente: www.mypuente.org