



Good Neighbor Program Navigator

Reporting Relationship: Programs Manager

Oversight of: Good Neighbor Fund and Program

Hourly Wage: \$19-23 per hour, DOE

Hours: Part-time (20 hours) with potential for full-time, contingent on funding

Schedule: M-Th, hours vary, occasional nights and weekends

Position Summary: The Good Neighbor Program Navigator (Navigator) is a champion of Mountain View Community Center's (MVCC) mission, vision and values. The Navigator will assist residents of Fife, Milton, and Edgewood who were self-sufficient before COVID-19, but are now struggling to meet their financial obligations as a result of the health and economic crises.

The Navigator will support residents in regaining self-sufficiency by directing them to community and government resources to address varying needs; partnering with local community and technical colleges to help them access educational and career-training programs and resources; connecting them with a group of local residents at MVCC for social-emotional support as well as accountability and life skills training; and using MVCC's Good Neighbor Fund to help fund a tailored plan that the individual and the Navigator have determined will lead them back to self-sufficiency.

PROGRAM PROMOTION AND INTAKE

- Build relationships with church, school, municipal and other stakeholders to form effective, collaborative partnerships and identify residents who would benefit from the program.
- Assist in the development of marketing and communication materials related to the Good Neighbor Program.
- Market the program to the community through social media, flyers, MVCC's website, and collaborative partners.
- Develop an intake process to help residents define their assets and needs.
- Administer a self-sufficiency assessment at the beginning and exit of the program to determine programmatic impact.

COMMUNITY RESOURCE NAVIGATION

- Meet with agencies and organizations in Fife, Milton, Edgewood and surrounding communities to gather the local resources available to support clients' varying needs.
- Routinely update the list of community resources to which residents can be navigated.
- Administer a flexible fund to help residents with their plan to get back to self-sufficiency.
- Work with residents to develop a plan to identify the resources needed and provide supportive referrals to community resources and agencies.
- Work collaboratively with navigators from other organizations to refer residents to them or receive referrals as well as share ideas and resources.
- Lead a group of Good Neighbor participants to bolster social and emotional support and life skills training on their journey back to self-sufficiency.

COLLEGE AND CAREER NAVIGATION

- If a resident needs training for a new career, the Navigator will work with local colleges and educational institutions to connect them with an advisor or navigator at the college, ensure they have chosen a program of interest, and found resources to assist them in student retention and completion. Refer residents to on- and off-campus services and resources as appropriate.
- Work with WorkSource to learn about current hiring practices and employment needs within high-demand industry sectors. Refer residents to WorkSource to assist with appropriate employability skills that support successful employment, including resume review, interviewing skills and assistance with job search.

PROGRAM SUPPORTS AND TRACKING

- Track progress to see which strategies and resources are the most useful in helping residents move toward stability.
- Work with MVCC and community leaders to identify gaps in services in the community where partnerships or innovation may be necessary.
- Collect data and assist in preparation and submission of reports, updates and other information.
- Work with Office Manager to update program webpages as needed.
- Document and share best practices.
- Other duties as assigned.

QUALIFICATIONS

- Required Education:
 - Bachelor's Degree.
- Desired Experience:
 - Experience in career and job search environment.
 - Listen attentively, identify issues, provide options, fulfill services, and/or exercise knowledge of policies and procedures to assist others and/or answer questions.
 - Actively contributes to a work environment that embraces diversity and diverse perspectives to enhance the attainment of organizational goals.
 - Ability to coordinate and implement short and long-range plans to meet program needs.
 - Proficient in the use of Microsoft Office including spreadsheets, word processing, and outlook. Ability to create, format and edit documents.
 - Prioritize and perform multiple tasks in the same timeframe, handle interruptions appropriately, and return to incomplete tasks.
 - Review Navigator's responsibilities regularly to help ensure successful grant completion on time and on budget. Maintain and adhere to a daily Outlook calendar and record activity for grant audit purposes.
 - Responds to difficult, stressful or sensitive interpersonal situations in ways that reduce or minimize potential conflict and maintains good working relationships among internal and external customers. Uses appropriate behaviors and language in dealing with people in the workplace
- Special Requirements:
 - Valid driver's license and reliable vehicle for reimbursable local travel.
 - Willingness to work some evenings, early mornings and Saturdays.