



JOB ANNOUNCEMENT

TITLE: NAVIGATOR

DEPARTMENT: Administration

HOURS: 8:00 AM to 5:00 PM Monday to Friday

SALARY: DOE

POSITION SUMMARY:

Provides intake services for customers who are in need of services such as: workforce, housing, clothing, educational, transportation, food, other community services based on needs. The Navigator will perform as an advocate to customers in gaining access to services and in maximizing the use of community resources based upon their needs. The goal of the Navigator is to effectively increase the number of individuals who successfully are connected with a service to meet their needs by navigating the complicated system of human services that exist in the greater Phoenix area by serving as a community resource

MAJOR FUNCTIONS:

- Conduct comprehensive assessment of incoming customers
- In collaboration with the customer create next step for action based on referred service
- Provide personalized referrals to services agencies as needs are substantiated
- Knowledgeable of and assure that referral services are provided to agencies that provide entitlement services
- Provide follow-up services to all referrals
- Develop and maintain partnerships with other service providers in the local area
- Develop and maintain a services agency data base with contact information
- Document and maintain customer records in a confidential and timely manner
- Contribute to Phoenix Indian Center's monthly, quarterly and yearly reports
- Become knowledgeable of pertinent eligibility criteria for all agencies listed in the data base and add new agencies ones as appropriate

CUSTOMER RELATIONS:

- Maintain respectful relationships with customers, former customers and their families
- Personally introduce customers to Phoenix Indian Center staff as part of referral process to internal services to create a smooth transition of services/activities

ADDITIONAL FUNCTIONS:

- Required to maintain and comply with federal confidentiality laws
- Maintain a positive working relationship with Phoenix Indian Center staff and support management of the organization
- Participates in scheduled external and internal meetings and trainings' as requested including coordinating quarterly resource presentations for staff
- Other duties as assigned

MINIMUM QUALIFICATIONS:

- Degree in Social Work, Behavioral Science, Human Services or related field and two years' experience or any equivalent combination of education and experience
- State of Arizona Department of Public Safety Fingerprint Clearance Card or ability to apply successfully
- Dependable transportation, valid driver's license, and automobile insurance coverage in compliance with Center requirements;
- Sound verbal and written communication skills
- Experience or training in homelessness, substance abuse, mental illness and domestic violence
- Experience in case management duties in administering long term, ongoing support and linking to other services
- Demonstrated ability to communicate effectively with staff, customers and affiliated providers
- Demonstrated ability to use computer programs and general office equipment
- Knowledge of basic counseling skills
- Knowledge of community resources to include but not limited to low cost-housing, shelters, food banks, behavioral and physical health services, childcare, legal aid and more
- Demonstrated ability to provide culturally sensitive and appropriate services to American Indians and other customers
- Demonstrated ability to manage multiple tasks with attention to detail
- Ability to communicate ideas, findings, and recommendations effectively
- Strong leadership skills
- Ability to engage customers and motivate toward action and follow up
- Knowledge of human service system in greater Phoenix area

- Ability to contact and humanities service agencies/providers for program information and referrals in the community
- Ability to develop professional relationships with human service agency staff across the valley to create a smooth pathway for customer based on referral
- Must be able to schedule, identify priorities based on presenting customer need and effectively move the customer to a service to meet their need
- Ability to strategize, problem solve and coordinate next step for customer
- Ability to utilize word processors and data-collection computer programs
- Ability to use computer programs to effectively communicate project updates, project outputs and outcomes, data and evaluation findings, and reporting requirements
- Knowledge of the social, educational, cultural and economic development and needs of urban American Indians
- Ability to multitask numerous project responsibilities

PREFERENCE:

In accordance with the Indian Preference Regulations, preference is given to American Indians. To claim American Indian preference a copy of tribal affiliation must be submitted with resume and supplemental information form.

CLOSING DATE: Open Until Filled – (Posting: Friday, January 6, 2017)

SUBMIT CURRENT RESUME INCLUDING SUPPLEMENTAL INFORMATION TO:

Phoenix Indian Center Personnel
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Phoenix, AZ 85012
602-264-6768 ext. 2103 Fax: 602-274-7486
www.phxindcenter.org Click on Contact Us or carolo@phxindcenter.org