

# **JOB DESCRIPTION**

**PROGRAM:** STEP Service Navigation

**JOB TITLE:** Family Navigator

**PAY GRADE:** 7

## **JOB SUMMARY**

Responsible for assessing and assisting individuals and families with multiple needs to obtain and maintain self-sufficiency through a strength based case management approach. Reviews enrollment applications and assessments to engage and collaborate with customers to establish goals that facilitate self-empowerment and work towards self-sufficiency. Works in partnership with other STEP programs to meet the needs of program participants.

## **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Not applicable

**REPORTS TO:** Service Navigation Director

## **ESSENTIAL QUALIFICATIONS**

- Bachelor's degree in a human service-related field or the equivalent combination of education and experience sufficient to demonstrate the required knowledge, skills and abilities;
- Demonstrable experience with federal, state, and city laws, programs, and resources; and,
- One year of prior casework experience.

## **GENERAL REQUIREMENTS**

- Possession of a valid driver's license and reliable transportation with appropriate insurance coverage available daily;
- Computer training and/or documented proficiency with Microsoft Office products;
- Flexibility to work altered and non-traditional work schedules, as assigned;
- Participation in job-related training as assigned;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, National Sex Offender Registry check current within 90 days of employment, and Motor Vehicle Record check
- Mandated Reporters of Child Abuse training completed within 30 days of hire
- Physical ability to perform essential job functions without any health restrictions, including the ability to sit for long periods of time, stand, lift and carry up to twenty pounds, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice.

## **SPECIFIC DUTIES**

- ❖ Works with customers individually, in families, or in small groups regarding plans to meet needs; assists customers in determining a plan of action to overcome existing barriers, and works with customers in their attainment of self-sufficiency;
- ❖ Gathers and evaluates customer information on barriers relating to the customer's stabilization;
- ❖ Develops individualized goals and service plans with customers;
- ❖ Provides referrals and linkages to STEP programs and/or local resources and coordinates community services;
- ❖ Correlates customer needs with available programs and provides leadership and/or assistance to individuals and families in linking them with the proper service(s);

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- ❖ Provides daily, weekly or biweekly follow-up, monitoring and evaluation of household progress through home visits, phone contacts, virtual meetings, office visits, and written correspondence;
- ❖ Develops and maintains up-to-date knowledge and information on STEP programs and community resources, along with working relationships with these programs and agencies;
- ❖ Maintains accurate and timely records and prepares adequate and timely reports in appropriate program database per program regulations;
- ❖ Utilizes computerized informational systems to assist in service delivery and in developing and maintaining program service records and reports; and,
- ❖ Performs related work as required.

### **REQUIRED KNOWLEDGE, SKILLS & ABILITIES**

- ❖ Knowledge of the following:
  - Professional casework principles and methods;
  - Service delivery area and the community resources and agencies that serve the area;
  - Current social, economic, and health problems and the resources to meet target population needs;
  - Various program eligibility requirements, including governmental, utility company, or those required by other funding sources;
  - Individual and group behavior and ways to effectively work with each;
  - Microsoft Office Suite, including but not limited to Microsoft Word, Outlook, Excel, Access, Power Point, and Publisher components; and,
  - Federal, state, and city, laws, programs, and resources;
- ❖ Skills in the following:
  - Writing, editing and communicating, including knowledge of English grammar, spelling, and punctuation as they would relate to the production of reports, work plans, and other operational documents, as well as their use in communicating with a variety of individuals and groups;
  - Oral communication skills, such as speaking, listening, and interviewing; and,
  - Using tracking and reporting systems, including automated management information systems.
- ❖ Ability to perform the following:
  - Maintaining a high volume, fast-paced caseload;
  - Establishing and maintaining effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers, and the general public;
  - Analyzing, evaluating, and recommending action on customer needs;
  - Communicating and working with individuals possessing targeted barriers to self-sufficiency;
  - Efficiently utilizing a personal computer or laptop computer, including the entering of data into a software system and producing required reports;
  - Being creative, resourceful and flexible;
  - Demonstrating respect for individuals and groups with varied cultural, racial, ethnic, religious, and linguistic identities or backgrounds;
  - Collecting, organizing, analyzing, and processing information quickly and efficiently;
  - Prioritizing multitasked and multifaceted work;

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- Soundly interpreting and applying regulations and procedures;
- Projecting a positive image;
- Thinking creatively and working cooperatively with staff and outside agencies to promote and improve services;
- Organizing, prioritizing, and establishing schedules to accomplish program goals and evaluate the delivery of service and program objectives;
- Preparing and maintaining written records and reports;
- Interpreting written and oral information;
- Identifying and meeting goals, objectives, outcomes, and timelines within broad parameters and working independently of direct supervision;
- Maintaining confidentiality at all times;
- Clearly communicating with individuals and groups of diverse cultural backgrounds both orally and in writing; and,
- Planning and organizing work, preparing adequate records and reports, setting priorities, and maintaining a caseload in an effective and timely manner.