

Job Title	Community Navigation Specialist
Job Type	Part Time (0.5 FTE)
Pay	\$25/hour
Start Date	August 26, 2024

Position Summary

The One Annapolis 21st Century Community Learning Center is seeking a Community Navigation Specialist dedicated to connecting residents in identified communities to essential city, county, state, and federal resources. As the first point of contact with our family, a Community Navigation Specialist must maintain a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families. Similarly, acting as both representative and advocate for each family, the Navigation Specialist will ensure effective participant planning and maintain accountability for families and community resource agencies. The role requires a deep commitment to family-focused goals, resource coordination, and community engagement.

Essential Duties & Responsibilities

Resource Connection:

- Identify and connect residents to relevant resources at city, county, state, and federal levels.
- Facilitate access to services including but not limited to housing, healthcare, education, and employment support.

Family Advocacy:

- Serve as an advocate for families, ensuring their needs are met through appropriate resource channels.
- Develop and maintain relationships with community resource agencies to facilitate seamless service delivery.

Participant Planning:

- Collaborate with families to develop personalized plans that address their specific needs and goals.
- Monitor progress and adjust plans as necessary to ensure effectiveness and responsiveness to changing needs.

Accountability:

- Ensure both families and resource agencies are held accountable for their roles in participant plans.
- Maintain accurate records of interactions, services provided, and outcomes achieved.

Community Engagement:

- Actively participate in community events and meetings to understand and address the needs of the community.
- Provide education and outreach to residents about available resources and how to access them.

Reporting and Documentation:

- Prepare regular reports on activities, outcomes, and community needs.
- Maintain comprehensive and confidential records of all participant interactions and services.
- Maintaining a high level of confidentiality regarding client information

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made on request to enable individuals with disabilities to perform the essential functions.

Education

- High school diploma or equivalent

Experience

- Minimum of 2 years of proven experience in community outreach, community advocacy, community leadership, social services, or a related field.

Knowledge, Skills, and Abilities

- Ability to recognize and work with confidential information
- Strong understanding of local, state, and federal resources strongly preferred.
- Ability to manage requests/needs of multiple families and work on multiple projects simultaneously
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Strong organizational and time management skills.
- Proficiency in MS Office products (Word, Excel, PowerPoint) and Google Workspace with a willingness to learn additional programs, as needed
- Strong written and verbal communication skills.

Physical Requirements

- As required by the duties and responsibilities of the job

Other Requirements

- Valid driver's license and reliable transportation.
- **Ability to work flexible hours, including evenings and weekends, as needed by clients.**
- Must be able to pass a criminal background check.