

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Client Navigator
PROGRAM: Third Avenue Resource Center
STATUS: Full Time /Hourly/Non- Exempt
SUPERVISED BY: Program Director
UPDATED: 8/3/22

JOB SUMMARY:

This position is an integral member in the operations of the Third Avenue Resource Center (3RC), a day navigation and resource center for people experiencing homelessness.

The resource center operates eight hours per day, five days a week serving up to one hundred clients seeking services. This position provides navigation services to individuals experiencing homelessness or at risk of homelessness, including: accessing the Anchorage Coordinated Entry System, connecting individuals to CSS provided or other supportive services, and liaising with community organizations that serve low income Alaskans.

This position will report to work at either the main center on East 20th Avenue or Brother Francis Shelter on East Third Avenue until the Third Avenue Resource Center opens its doors during the winter of 2022-2023. Once the resource center is open, this position will be stationed at the resource center.

QUALIFICATIONS

Competencies: Demonstrate dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/resident/agency confidentiality and treat everyone with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter residents. Ability to relate positively to supervisor, fellow employees and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems and changes.

Education/Experience: At least one year experience in human services, preferably working with people experiencing homelessness and poverty.

Skills:

Basic understanding of homelessness and various characteristics of homeless adult populations. Understanding of information and referral principles and ability to work with adults experiencing homelessness. Ability to work well with people in crisis and to assess and prioritize needs. Understanding of and ability to work with, a variety of community resources and partners; Ability to advocate effectively for services and those in need. Ability to accurately use Alaska Homeless Management Information System

(AKHMIS), other database programs and MS Office software; Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate case management notes; Ability to complete paperwork thoroughly and accurately. Ability to communicate and work effectively with staff from various backgrounds and disciplines. Ability to work effectively with clients displaying a wide range of behaviors. Subscribe to philosophy of cooperation and continuity across programs.

Duties & Responsibilities:

1. Work with individuals seeking services to complete assessments to be placed on the Anchorage Coordinated Entry System (CES) prioritization list.
2. Identify appropriate community resources and provide in-depth referrals to services, including but not limited to shelter, housing, medical and mental health services.
3. Assist individuals in applying for mainstream benefits, including Medicaid, food security applications, and Social Security disability.
4. Maintain client records including progress notes, incident reports, service transactions and referrals in accordance with standards.
5. Provide in-person assistance and facilitate smooth transitions (“warm handoffs”) to intra-agency service providers.
6. Participate in crisis intervention as needed.
7. Initiate and maintain appropriate social interactions with clients while communicating/enforcing agency rules and policies.
8. Monitor work and meeting areas to maintain safety and security of clients and premises.
9. Actively participate in staff meetings and in-service trainings.
10. Work scheduled hours at shelter or center stations and/or milieu coverage and perform all duties of those areas.
11. Other duties as assigned.

Physical Requirements: Must be able to lift up to 25 pounds.

Training Requirements: Agency and department orientation; 1st aid/CPR; de-escalation techniques; blood borne pathogens; AKHMIS; SSI/SSDI Outreach; Access and Recovery; De-escalation Training; Trauma Informed Care; Motivational Interviewing; Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____