



Community Resource Navigator

Job Title: Community Resource Navigator
Reports To: Lead Community Resource Navigator
FLSA Status: Exempt
Created On: June, 2022
Revised On: November, 2024

Position Summary:

Under the supervision of the Lead Community Resource Navigator or assigned designee, the Community Resource Navigator is responsible for overseeing the operations of a community call center and a physical drop-in center, ensuring that individuals and families have seamless access to essential community resources. This position requires strong communication skills, a deep understanding of community resources, and a passion for enhancing the well-being of individuals and families in the community.

Essential Duties & Responsibilities include the following:

- **Call Center:**
 - Manage inbound inquiries in a timely manner and route inquiries to the appropriate community resources and/or programs.
 - Inquiries may include calls, texts, emails, online applications, live chat, etc.
 - Track and document all interactions with participants, maintaining accurate and up-to-date records.
 - Resolve any participant issues or concerns related to resource access, ensuring a positive experience.
 - Identify an individual/family's needs, clarify information, provide solutions or alternatives.
 - Document, log, and report all inquiry information in accordance with program policies and procedures and supervisor guidance.
 - Research and identify current and available community resources.
- **Drop-In Center:**
 - Manage the daily operation of the drop-in center, ensuring a welcoming and supportive environment for participants.
 - Assist participants in navigating available community resources by providing in-person support, information, technology support, and referrals.
 - Provide resources on housing, food security, healthcare, employment, legal services, and other social services as needed.
 - Maintain up-to-date resource directories and ensure printed materials are readily available.



- Support the intake process for individuals seeking resources or services, including brief assessments and follow-ups.
- Other duties may be assigned.

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.
- Deliver all services with a high level of customer focus and service.
- Engage in active listening and use clear communication and verbal skills.
- Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
- Participate in organization planning.
- Attend staff meetings and trainings
- Attend community meetings as directed.
- Update shared calendar to reflect activities, meetings, and general schedule.
- Participate in special grant projects and other assigned duties as directed.

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Car Use:

The position may require operating a company vehicle and/or personal vehicle to transport goods or personnel to various locations as needed. A valid driver's license and a clean driving record are essential for this role.

Education and/or Experience:

Preferred: Associate Degree or higher

Required: High School Diploma or equivalent, along with 1 year of experience serving vulnerable and challenged individuals

Skills and Knowledge:

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Ability to communicate effectively and courteously with participants, staff, and community members.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.



-
- Ability to work as part of a team and maintain flexibility around task assignments.
 - Ability to establish, recognize, and adhere to appropriate professional boundaries.
 - Proven in providing direct service to families and/or individuals.

Other Requirements:

- Valid Hawaii driver's license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna's Coordination Center assists people experiencing homelessness and other challenging circumstances. It is not uncommon to see, engage, or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or



NEIGHBORHOOD PLACE OF PUNA

16-105 'Ōpūkaha'ia Street
Kea'au, HI 96749
(808) 965-5550
neighborhoodplace.org

other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.