



Lead Community Resource Navigator

Job Title: Lead Community Resource Navigator
Reports To: Program Coordinator- Coordination Center
FLSA Status: Exempt
Created On: August 2021
Revised: November 2024

Position Summary:

Under the Supervision of the Program Coordinator- Coordination Center or assigned designee, the Lead Community Resource Navigator is responsible for overseeing and enhancing the delivery of community resource navigation and housing stability services within the Coordination Center program. This position will provide direct oversight to our call center, drop-in center, and housing stability case managers. The Lead Community Resource Navigator must be a proactive leader, skilled in resource navigation, and deeply committed to community engagement and service excellence.

Essential Duties & Responsibilities include the following:

- Manage the day-to-day operations of the community call center and physical drop-in center, ensuring efficiency and accessibility.
- Lead, train, and supervise a team of Community Resource Navigators responsible for managing participant inquiries via phone, email, and in-person at our drop-in center.
- Lead, train, and supervise the Housing Case Managers responsible for providing housing stability focused case management services.
- Monitor team performance, provide regular feedback, and conduct performance evaluations.
- Oversee the resource navigation process to ensure individuals and families are effectively connected to community services, including housing, healthcare, food, employment, and legal assistance.
- Address participant concerns, complaints, and escalations in a timely and professional manner.
- Develop, implement and refine operational processes to improve service delivery, streamline workflows, and enhance overall participant experience.
- Oversee data collection and reporting related to participant interactions, resource referrals, and team performance.
- Ensure compliance with data privacy standards and accurately track outcomes to assess the impact of services provided.
- Implement feedback loops, both internally and from participants, to drive ongoing quality improvement and ensure services align with the evolving needs of the community.
- Utilize a housing-first, strengths-based, and trauma informed approach in all aspects of this position.
- Other duties as assigned.

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.



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- Maintain a professional and respectful disposition at all times.
 - Deliver all services with a high level of customer focus and service in accordance with training, NPP policies and procedures, program requirements, and direction from leadership.
 - 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.

Supervisory Responsibilities:

This position requires the following supervisory duties: training, coaching, and shadowing of Community Resource Navigators and Housing Case Managers.

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's Degree or higher

Required: High School Diploma or equivalent, along with 2 years 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 families, 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:



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