



Family Resource Navigator

Job Title: Family Resource Navigator

Reports To: Coordination Center Program Coordinator

FLSA Status: Exempt

Created On: November 2023

Position Summary:

Under the supervision of the Coordination Center Program Coordinator, or assigned designee, the Family Resource Navigator is responsible for: (1) Conducting outreach to low-income families with young children to connect with community resources and/or public benefits (2) Providing continued engagement with families experiencing unsheltered homelessness to build rapport and connect to appropriate resources (3) Networking with the community and service providers to discover available resources (4) Utilizing strength based, trauma informed, and prevention focused approach in all aspects of this position.

Essential Duties & Responsibilities:

- Identify the family's needs, clarify information, and provide connection to appropriate community resources and public benefits.
- Conduct screenings, assessments, and program intakes when appropriate.
- Document, log, and report all engagements in accordance with program policies and procedures and supervisor guidance.
- Participate in street outreach at least 3 times per week to identify families who are experiencing unsheltered homelessness and provide connection to appropriate community resources and public benefits.
- Ensure accurate data collection and entry of data.
- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Ensure that the children in the household are safe, healthy, and – if age appropriate – attending school.
- Individuals in this position are Mandated Reporters, meaning that they are mandated to report to the appropriate state agency suspected cases of child abuse and/or neglect.

General Expectations and Responsibilities:

- 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 families, 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.

Education and/or Experience:

- Associate Degree or higher preferred.
- High School Diploma and 1 year of experience serving vulnerable and challenged individuals required.

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 with young children.

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.

In the course of performing the duties of Family Resource Navigator it is not uncommon see, engage, or be confronted with the following: violence and threats of violence; profane, racists 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.