



MFRC Community Resource Navigator

Job Title: MFRC Community Resource Navigator
Department: Support Services
Program: Coordination Center/Family Resource Center
Reports To: Lead Community Resource Navigator
FLSA Status: Exempt
Created On: June 2025
Approved: September 2025

Position Summary:

The MFRC Community Resource Navigator is part of the Coordination Center / Family Resource Center team. The Mobile Family Resource Center (MFRC) allows Neighborhood Place of Puna (NPP) to expand our reach and support of underserved areas of our Island community. Under the supervision of the Lead Community Resource Navigator or assigned designee, the MFRC Community Resource Navigator will work to ensure that families have access to essential community resources at schools that lack established Family Resource Centers. Additionally, the MFRC Community Resource Navigator will identify communities, locations, events, where vulnerable families can get connected with 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:

- **Mobile FRC**
 - Develop and maintain a calendar / schedule of community / site / school visits and outreach through coordination with NPP staff and community partners.
 - Manage the daily operation and upkeep of the MFRC Vehicle, ensuring a clean, well serviced, and functioning vehicle that can offer a welcoming and supportive environment for participants in a variety of locations and environments.
 - Track, Maintain, and Distribute inventory associated with the MFRC to ensure adequate inventory is on hand at all times and to deter theft or misuse of inventory.
 - Identify an individual/family's needs, clarify information, provide solutions or alternatives.
 - 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.
 - Resolve any participant issues or concerns related to resource access, ensuring a positive experience.



- 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.
- Manage inbound inquiries including calls, texts, emails, online applications, etc., in a timely and professional manner.
- Track and document all interactions with participants, maintaining accurate and up-to-date records.
- 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 requires 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 required 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 and/or community engagement.



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

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

Neighborhood Place of Puna's Coordination Center / Family Resource 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.

Acknowledgments: Please initial one of the following statements.

_____ I have read the job description and am able to perform the essential functions of this position.

_____ I have read the job description and am able to perform the essential functions of this position with reasonable accommodations. (Please explain accommodations needed below.)

Date: _____

Print Name: _____

Signature: _____