

## **Southeast Community Services Job description**

### **Job Title: Community Navigator**

**Date: August 2021**

**Position Summary:** The Community Navigator will help to promote the services available through Southeast Community Services (SECS), and our partners in the Twin Aire Promise Project (TAP). The Community Navigator helps people to identify their goals, prioritize their needs, and make connections. This individual will be skilled in helping individuals and families, understand and effectively use the programs available, while informing the organization of needs/wants identified in the community.

### **Responsibilities**

#### **Outreach (60% of time)**

- Go out into the Twin Aire and surrounding communities (TANC) to promote the TAP Project
- Spend 3-5 hours per week in evening or weekend activities connecting with neighbors
- Respond to individuals' inquiries and provide effective resource navigation
- Understand the TAP Project, its goals and partners services
- Oversee and coordinate part-time staff members assigned to the TANC neighborhoods
- Establish rapport with the Hispanic/Latin community to build trust in our services
- Help establish the needs of the community and communicate those back to the organization.
- Recruit community volunteers to assist in various projects at SECS
- Identify success stories and other opportunities that will build awareness of and confidence in the TAP Project and SECS

#### **Data (20% of time)**

- Follow policies and procedures when completing forms and doing record keeping
- Use surveys, focus groups or other ways to gather data about the TAP program
- Make sure documentation is accurate and thorough
- Ensure that all reporting is completed on time and without errors
- Provide perspective on data collected by the organization

#### **Other duties (20% of time)**

- Develop and manage the volunteer program (with assistance by the Director of Programs)
- Advocate to eliminate barriers to service, reduce potential for harm and provide more immediate access to services.
- Help provide in-person Spanish/English interpretation and written translations when needed
- Be the SECS liaison at a neighborhood association meeting monthly
- Work continually toward the improvement of the organization
- Perform other job-related responsibilities, as necessary.

### **Requirements**

- English fluency (speaking, reading, and writing) required. Spanish fluency, (very strong speaking and limited reading/writing) required.
- Bachelor's degree in human services, social work, or related field preferred. Will consider candidate education and experience in lieu of a degree.
- At least 2 years of related experience in non-profit, or related field.
- Fluency in MS Office
- Possess effective active listening and problem-solving skills.
- Knowledge of community social service resources

- Ability to adapt to and retain information in a developing project.
- Maintain a positive, professional attitude, even in times of stress
- Knowledge of Salesforce and/or ETO (Efforts to Outcomes) a plus.
- Ability to work independently
- Ability to prioritize and work on multiple projects
- Understanding and ability to work with people in a culturally diverse environment
- Ability to establish & maintain effective working relationships with co-workers
- Requires the ability to take initiative and meet objectives
- Reliable transportation required

### **Work Environment**

- There will be monthly instances when work in the evening is required, working on the weekend is more common for this position, but not every weekend.
- SECS offers the opportunity to flex time when approved by supervisor.
- Work from home is not a regular part of our culture; however, special circumstances will be considered.

### **Salary & Benefits**

**SECS believes in salary transparency; therefore, all our job postings include a salary range.**

- This position will pay between \$40,000 and \$45,000 yearly depending on experience.
- SECS offers 11 paid holidays per year
- Employer paid life insurance & long-term disability policies
- 20 days of PTO per year
- A matched 401K plan (up to a pre-defined amount)
- Medical benefits with a portion of costs covered by SECS
- Working with a great team that cares about our community and neighbors!

SECS is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

To be offered this position, you must agree to submit to a criminal background check and be eligible to work in the US. History does not preclude hiring. Please submit your resume and cover letter to [SECSIndy@gmail.com](mailto:SECSIndy@gmail.com).