

RESOURCE NAVIGATOR JOB DESCRIPTION



JOB TITLE: RESOURCE NAVIGATOR
CLASSIFICATION: AT-WILL, FULL-TIME, NON-EXEMPT
HOURS: VARY DEPENDING ON PROGRAM NEEDS
COMPENSATION: \$21 - \$25 HOUR (DEPENDING ON EXPERIENCE & QUALIFICATIONS)

SUMMARY

WINTER is a nonprofit organization with a mission to train, educate and prepare women for transformative careers in the construction industry. This position involves support for program participants. The person in this role ensures connections to the right services quickly, and that barriers to services are reduced whenever possible. Additionally, the Resource Navigator provides support and assistance to participants so they can successfully finish the program. The Resource Navigator will act as a link by ensuring the timely connections are made between program participants and the recommended resources. This role is complex, requiring analytical thinking, a high degree of initiative, and independent judgment.

RESPONSIBILITIES

- Serve as a knowledgeable, responsible and accessible staff on community resources and services.
- Work directly with program participants to assess needs, overcome barriers and access support.
- Facilitate participants' access to community resources (both current and program graduates).
- Coordinate and monitor services, including comprehensive tracking of participants' activities in relation to co-created plans.
- Follow up with individuals to ensure connection to supports is timely and positive.
- Follow up with agencies and providers to ensure connection with referred participant.
- Consult with colleagues to triage challenging cases and determine proper next steps.
- Maintain accurate and complete documentation to measure outcomes.
- Support participants' education/job training, employment plans and placement in registered apprenticeships.
- As needed, attend and/or coordinate team meetings.
- As needed, assist with outreach, recruitment, orientation, intakes, and program delivery.
- As needed, assist with the planning of activities and special events for participants.
- As needed, represent WINTER at public events.
- Other duties as assigned.

REQUIREMENTS

MISSION

To train, educate, and prepare women for transformative careers in the construction industry.

- Excellent working knowledge of human services and public benefit programs that exist in the region.
- Ability to work with persons from diverse backgrounds and connect them to appropriate services.
- Strong written and communication skills.
- Ability to build partnerships and engage in positive collaboration with a wide range of individuals and organizations.
- Strong community building, outreach and networking skills.
- Approachable, flexible, organized and ready to problem solve at a moment's notice.
- Ability to effectively manage time and work well under pressure of a fast-paced office environment, while maintaining confidentiality and professional conduct.
- Ability to work independently.
- Comfortable researching human service agencies and finding answers to difficult/complex questions.
- As required, attend professional development conferences, trainings, workshops.

QUALIFICATIONS

- Advanced computer skills
- Four-year degree in Social Work, Psychology, Communication, Human Resources, or Education
- Two (2) years' experience in case management, community organizer or job developer
- A valid drivers' license
- Authorized to work in the US

WORKING ENVIRONMENT

The working environment for this job is in a professional office setting.

EQUAL EMPLOYMENT STATEMENT

WINTER is an Equal Opportunity Employer that is committed to diversity and inclusion. All employment decisions are based on business needs, job requirements, and individual qualifications without regard to age, ancestry, color, disability/handicap, gender, gender identity/expression, national origin, race, religion, sexual orientation, veteran status and any other protections under federal, state, or local laws.

HOW TO APPLY

Submit a combined pdf of your **cover letter** and **resume** to Ms. Larrisa Angeles, Operations Assistant to langeles@winterwomen.org. Submissions without these two documents will **NOT** be considered. No phone calls, please.