



Administrative Office
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Bilingual Service Navigator

Position Summary

The Service Navigator is an agency wide position that provides specialized services to specific populations. Service Navigators enter with specific experience in certain skills or populations and complete within their initial review period trainings and certifications as required. Services include screening, assessments, sometimes focused on a specific region within the diocese. Target populations are identified and referred to navigators through outreach, walk-ins, as well as from internal programs and outside agencies and may require travel and/or over the phone to meet clients within an assigned area to provide services. The Service Navigator works with internal, network, and external partners, maintain professional relationships and communicate effectively through shared tools provided by the agency. This position is full-time, non-exempt with a starting salary of \$17.00 to \$22.00 per hour.

Essential Functions

Level I, II, III

- Conduct initial screening and assessment with clients with the objective of determining the appropriate needs and interventions.
- Divert or link/schedule individuals and families with the appropriate services.
- Stay connected with individuals and families to ensure all appointments and linkage are completed.
- Provide support to supervisor and program counterparts to support client success.
- Document service encounters as required by program, input data entry and exit information and timely manner to minimize errors and duplicate entries.
- Respond to calls, emails, update requests and other inquiries in a professional and timely manner.
- Ensure that all COA standards of care are followed per policies and procedures.
- Complete required trainings and certifications within the established time period.
- Provide services to at least one specific population and have a certification towards one specialized service.
- Attend meetings and report back at the request of supervisor
- Perform other related duties as assigned.
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Level II and III

- Complete more than one trainings and/or certifications to be able to provide specialized services and to work with specific populations.
- Work with other service providers to ensure that referrals and shared client and service information is up to date and that clients are receiving quality care.

- Supervise Resource Connectors I or IIs or equivalent.
- Support Supervisor with logistics of scheduling as needed and with tracking and meeting program and grant deliverables.

Level III

- Supervise from 1-3 Service Navigators, Level I and II, Resource Connectors, Program Support staff or equivalent.
- Prepare monthly reports on program data and client summaries as needed.
- Support staff in tracking and sharing client stories.
- Participate in program development and create/maintain partnerships with other providers.
- Support staff in accessing and utilizing agency tools and trainings.

NOTE: Catholic Charities considers this position to be a mandated reporter of child abuse.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

Level I

- High School Diploma required.
- Completed at least one successful year as a Resource Connector or equivalent, related work experience.

Level II

- One year experience as a Service Navigator I or equivalent, related work experience.
- High School Diploma required.
- Completion of college course work, AAS preferred

Level III

- Bachelor's degree required. Master's degree preferred.
- 3-5 years of related program experience required.
- One year in role supporting or supervising other staff.
- Experience organizing with an ability to implement systems approach.

All Levels

- Bilingual (English/Spanish) required.
- Ability to pass a bilingual equivalency test
- Computer literacy required with experience with Word, Excel, and Outlook program. Familiarity with internet based tools (webmail, google calendar, webtime etc.)
- Strong interpersonal skills, cultural competence and ability to employ sensitivity in building rapport with clientele.
- Creative problem solving skills and initiative to implement them.

- Willingness to travel, as driving is often required, and a valid California driver's license and legally required insurance (a CA minimum).
- Must successfully pass fingerprinting check at start of employment.

Physical Requirements

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, bending, squatting and climbing.
- Occasionally may be required to lift items up to 10 pounds to a height up to 7 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 50 feet.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Team Spirit and Supportive Work Environment

Great Organizational Mission

Visit our website at www.srcharities.org/about/careers for additional information about this position and other exciting opportunities at Catholic Charities

An application can be found at www.srcharities.org/about/careers

We look forward to receiving your completed application resume and cover letter.