



## HISPANIC CENTER

of western michigan

### Resource Navigation Specialist

#### Position Description

This position reports to the Family Support Services and Workforce Development.

#### Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is

“TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT AND EMPOWERED TO STRENGTHEN WEST MICHIGAN”

We do this through education, economic development and outreach.

For more information, please visit [www.hispanic-center.org](http://www.hispanic-center.org)

#### Position

Offer intake assistance and navigation with consistent and effective communication and customer service. Follow the prescribed coordinated entry workflow and the appropriate screening and/or assessment function requirements. Utilize SALESFORCE as primary Data Management System.

#### Responsibilities

##### Family Support Services:

- Practice good customer service throughout communication, provide quality service within the appropriate time expectations and follow structure provided for intake.
- Community Resource Navigator: Act as navigator, connecting clients with available resources and makes referrals to partner organizations.
- Demonstrate knowledge of the related community referrals appropriate for the Intake function.
- Assist clients with removing barriers that might be limiting their abilities to advance in their careers or secure/maintain a job.
- Maintain confidentiality of all participant information and ensure appropriate releases of information.
- Maintain knowledge of social service issues and trends. Provide insight and feedback to improve the delivery of services.
- Maintain accurate record of services provided to participants using various computer data systems i.e. intake forms, case noting, data entry, written progress reports.
- Provide information as needed to leadership for ongoing reports.
- Other duties as assigned.

##### Workforce Development:

- Provide appropriate support services, including referrals to outside agencies, to assist in ensuring successful training and/or job placement.
- Serves as a point of contact for our Workforce Development services; with local, community employers; serves participants across Hispanic Center programs and partner organizations.

- Assist in community informational sessions to educate, promote, and recruit participants for workforce development opportunities.

### Qualifications

- Associate's degree or equivalent employment experience.
- Basic understanding of issues facing people in poverty and crisis with a commitment and desire to assist individuals and families achieve stability, health, wholeness and independence.
- Proven communication and interpersonal skills and a demonstrated ability to interact positively with individuals, colleagues and collateral agencies.
- At least one-year experience in customer services or social service field. Experience working with low-income populations preferred.
- Skilled in interviewing clients / customers and in assessing social service cases. Ability to work both independently and as part of a team.
- Effective oral and written communication skills.
- Computer proficiency, especially with Microsoft Excel and Microsoft Word.
- Bi-lingual in Spanish required.

**My signature below indicates I have read and understand this job description**

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Employee Signature

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Date

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Supervisor Signature

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Date