

Job Announcement

POSITION TITLE: Refugee Services Navigator (Housing, Health, Mental Health)

SUPERVISED BY: World Relief, Opening Doors, Inc and Sacramento Food Bank & Family Services

DATE NEEDED IN POSITION: May 1, 2017

SUPERVISORY RESPONSIBILITIES: Yes

CLASSIFICATION: Full-time, limited term contract

REVISION DATE: April 2017

CONTACT INFORMATION: Christelle Pique, Opening Doors: christelle@openingdoorsinc.org

SUMMARY: Under the guidance of Opening Doors, World Relief and Sacramento Food Bank & Family Services, the **Refugee Navigator** will work to ensure refugee clients and their families have timely access to housing, medical and behavioral health resources. Candidate will identify system barriers and assist with access to resources to decrease barriers.

ROLES AND RESPONSIBILITIES:

The essential duties and responsibilities of this position include the following. Other duties may be assigned at the sole discretion of the Organization(s).

- Develop and maintain key partnership to establish client referral mechanisms and promote housing, health and behavioral health navigation services.
- Help refugee clients move through the complexities of the housing, health and behavioral health systems by assisting with practical problem solving related to concrete needs and services that decrease barriers to social integration and treatment
- Translate their experience to recommendations for best practices and system change that is client-focused
- Implement a follow-up plan for clients to ensure that services have met their needs.
- Identify gaps in resources offered and work within the community to bridge those gaps, gaining feedback directly from refugee clients and their experiences
- Develop a data tracking system that measures outcomes for housing, health and mental health navigation.
- Complete progress notes for every face to face/telephone contact with client or collateral contact in a timely manner.
- Work with World Relief, Opening Doors & SFBFS staff and leadership to ensure that appropriate interpretation and translation services are made available to refugee clients. Keep informed about refugee and immigrant issues, and available services to better identify and serve refugee clients.
- Maintain a valid California Driver's License, vehicle and personal liability insurance and provide reliable transportation.

REQUIREMENTS/COMPETENCIES

To perform the duties of this position successfully, an individual must demonstrate the following competencies:

- Adaptability: Adapt to changes in the work environment; change approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Required to work a flexible schedule to facilitate program services that may include evenings and weekends.
- Attendance/Punctuality: Be consistently at work and on time; ensure work responsibilities are covered when absent; arrive at meetings and appointments on time.

- Computer skills: Must have basic computer abilities including Microsoft Office (Word, Excel and Access) and a willingness to learn other programs maintained by the agency
- Diversity: Show respect and sensitivity for cultural differences. Ability to provide culturally-sensitive counseling and case management.
- Interpersonal Skills: Focus on solving conflict, not blaming; maintain confidentiality; keep emotions under control; remain open to others' ideas and try new things.
- Judgment: Display willingness to make decisions; exhibit sound and accurate judgment.
- Organizational Support: Follow policies and procedures; complete administrative tasks correctly and on time; support organization's goals and values.
- Planning/Organizing: Prioritize and plan work activities; use time efficiently.
- Problem Solving: Identify and resolve problems in a timely manner; develop alternative solutions; work well in group problem solving situations.
- Professionalism: Approach others in a tactful manner; treat others with respect and consideration regardless of their status or position; maintain healthy communication and proper boundaries, becoming neither under- nor over-involved in clients' personal matters. Use professional judgment when interacting with client in social setting.
- Quality Management: Look for ways to improve and promote quality.
- Written/Verbal Communication: Write/speak clearly and informatively in English. Bilingual in Arabic or Farsi/Dari is a plus.

QUALIFICATIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required for this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position unless doing so would impose an undue burden on the organization.

- Education and/or Experience: Master's Degree in Social Work or Bachelor's degree (B.A.) from four-year College or University and five years related experience in case management; or equivalent combination of education and experience.
- Language Skills: Ability to read, analyze, and interpret general instructions, technical procedures, and governmental regulations. Ability to write simple correspondence. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public.
- Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions including written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Possession of a valid California driver's license and current vehicle insurance.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The following demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the Refugee Resettlement Case Coordinator job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions.

While performing this job, the employee is required to sit often and use their hands and fingers, to handle or feel and to manipulate keys on a keyboard, The employee is occasionally required to stand, walk, reach with arms and hands, lift approximately 35 pounds on occasion, and to stoop, kneel, or squat, and drive on occasion. The noise level in the work environment is usually quiet to moderate.

