

FAMILIES FORWARD

Job Title: Service Navigation Manager

Reports to: Director of Programs

Experience Required: Minimum 3-5 years of human/social services program delivery

Position is Exempt, Full Time

Job Summary: Families Forward is seeking a highly motivated individual who is committed, compassionate, willing to be challenged, and who wants to make a difference in the lives of others. Under the supervision of the Director of Programs, the Service Navigation Manager is responsible for the overall coordination, management, and supervision of the access point services, coordinated entry system functions for the Families Forward Prevention, Diversion, and Housing intake Program. This position requires extensive coordination with multiple components within the agency as well as with external partners. In partnership with the supervisor this position is responsible for staffing and staff management, budget tracking, contract compliance, and program effectiveness.

Essential Job Duties:

Coordinate, Manage, and Supervise the Prevention Staff/Services for the Families Forward Prevention Program (50%)

- Hire, train, manage, and evaluate a diverse team of Family Navigators ensuring consistent high quality, Trauma Informed Care services focusing on Housing First approaches to ending and preventing family homelessness.
- Develop, implement, maintain performance, and goals of department in partnership with Program Director.
- Track and manage support team caseloads and service delivery.
- Ensure staff receives necessary training and follows program protocols.
- Regularly meet with program leadership teams to discuss and support clients' appropriate housing options, funding, and Case Manager assignment.
- Work with the team to develop new and innovative ways to engage with and support clients.
- Review and approve staff timesheets in a timely manner, and ensure other administrative tasks are completed.

Reporting and Monitoring (30% of time spent)

- Monitor program activities in relation to grant and agency requirements.
- Participate and prepare for grant monitoring and audits as they relate to funding sources.
- Monitor financial transactions and budget spending related to the Prevention & Diversion programs.
- Ensure that all grant required documentation is collected and maintained appropriately and that all files are current and compliant with grant requirements.
- Coordinate the entry, storage, retrieval, and quality control of client information for the Intake, Prevention, and Diversion Program database systems.
- Maintain program policies and procedures and ensure staff and volunteers are supported and in compliance.

Program Coordination (10% of time spent)

- Manage the integration of Families Forward as an access point into the Family Solution Collaborative's Family Coordinated Entry System for the central and south service planning areas.
- Partner with the leadership team to oversee program evaluation, metrics, best practice evolution, and system improvements as it relates to Prevention & Diversion, the Housing Program, and Housing Navigation.

Additional Duties (10% of time spent)

- Serve as an integral part of Families Forward's leadership team, providing feedback on staff and client concerns and workshopping ways to enhance services provided to clients.
- Report success stories, progress, statistics to the Board as requested by the Director of Programs and Strategic Initiatives.
- Attend all staff, program management, program committee, and Board meetings as requested.

Qualifications

- Maintain valid California Driver's License and State Mandated Auto Insurance.
- Ability to occasionally lift or carry 25 pounds.

Please send resume to Marissa Hall at mhall@families-forward.org

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time

Key Skills:	Comprehensive Expert with total knowledge; guides others	Advanced Fully trained; req. occasional assistance	Moderate General knowledge but not totally proficient	Basic Trainee with general understanding
Technical/Functional Expertise: Training skills		Required		
Computer Software: Microsoft Office		Required		
Interpersonal/Communication: Strong verbal & written skills		Required		
Language (non-English): Speak & understand Spanish			Preferred	

Work Environment/Requirements: (time required in terms of an 8 hour workday)

Time each day (Occasionally = 0.5 to 2.0 hours; Frequently = 2.5 to 4.0 hours; Continuously = 4.5 or more hours)

Basic Duties	O	F	C
Drive car	O		
Operate forklift			
Ride in car	O		
Travel	O		
Use telephone			C
Type or use PC equipment			C
Sit at desk			C
Noise Level			
Very quiet (forest trail; isolation booth, etc.)			
Quiet (library; private office, etc.)			C
Moderate Noise (open office)		F	
Loud Noise (warehouse, fork trucks, etc.)			
Very Loud Noise (heavy equipment, etc.)			
Work Environment			
Wet, humid conditions (non-weather)			
Work in high, precarious places			
Fumes or airborne particles			
Toxic or caustic chemicals			
Outdoor weather conditions			
Extreme cold (non-weather)			
Extreme heat (non-weather)			
Risk of electrical shock			
Risk of radiation			
Vibration			
Other:			

Basic Functions	O	F	C
Kneel/bend/crouch/crawl/squat	O		
Talk			C
Hear			C
Climb or balance			
Reach with hands or arms	O		
Reach above shoulder level	O		
Stand or walk	O		
Use hands to finger/handle/feel			
Push/pull			
Special Vision Requirement			
Close vision (clear at 20 inches or less)			C
Distance vision (clear at 20 inches or more)			C
Color vision (identify & distinguish colors)			
Peripheral vision (Observe up/down/left right)			
Depth perception (3 D; judge distance)			
Ability to adjust focus			C
Lifting/Carrying			
Up to 25 lbs.	O		
Up to 50 lbs.			
Up to 100 lbs.			
More than 100 lbs.			
Working Hours			
Physical presence during work hours		F	
Weekends	O		
Overtime			

Manager's Approval

Date

Human Resource's Approval

Date

Employee's Approval

Date