



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Community Navigator	Reporting To: Senior Manager, Community Programs
Department: Hate Crime, 211 OC Initiative	Position: Full-time/Non-EXEMPT

Purpose of Position

Under the supervision of the Senior Manager of Community Programs, the Community Navigator is responsible for assisting the needs of people contacting 211OC (Call Center, text, email, and collaboration with partner agencies), including intake and assessment, filing CA vs Hate and Orange County Hate Crime/Incident reports connecting to needed resources, and conducting follow-ups to ensure appropriate connections/warm handoffs are made.

Key Duties and Responsibilities

- Provide care coordination and navigation services (including needs assessment, intake, eligibility matching, warm connections, coordination with service agencies, and follow-up) for people contacting 211OC
- Accept direct referrals/warm handoffs from community partners and telephone transfers to the 211 OC Hate Crime/Incident reporting line and through the CA vs Hate referral system, CS Cares
- Accept referrals through the CA vs Hate referral system, CS Cares
- Assess and determine eligibility for a hate crime/hate incident/hate activity
- Assist with filing CA vs Hate and Orange County Hate Crime/Incident Reports
- Assist with overflow calls for the CA vs Hate hotline, when needed
- Set follow-ups with the people contacting 211OC and direct referrals/warm handoffs
- Attend partner training, meetings, and other activities as required for the program
- Work closely with program staff to ensure program deliverables are being met
- Accurately log all individual and family information within GetHelpOC Community Information Exchange (CIE)
- Assist with training and outreach meetings and events
- Perform other duties as assigned.

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; listens and obtains clarification; responds well to questions; participates in



meetings.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Job Requirements /Technical Knowledge

- 1+ years working in the health and human service field preferred
- 1+ years working in a customer service position preferred
- Ability to maintain a positive, professional, and discreet demeanor

Compensation

- \$20.91 per/hour. Competitive Benefits

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 10 pounds.

Send Resumes To:

recruiting@unitedwayoc.org

Orange County United Way

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