



COMMUNITY NAVIGATOR

POSITION TYPE	<input checked="" type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME <input type="checkbox"/> TEMPORARY <input type="checkbox"/> VOLUNTEER
FLSA STATUS	<input type="checkbox"/> EXEMPT <input checked="" type="checkbox"/> NON-EXEMPT (AND ELIGIBLE FOR OVERTIME PAY)
REPORTS TO	DEPUTY DIRECTOR
LOCATION	<input checked="" type="checkbox"/> STEAMBOAT SPRINGS OFFICE <input type="checkbox"/> CRAIG OFFICE <input type="checkbox"/> REQUIRES TRAVEL
HOURS	20/HRS PER WEEK
SALARY	\$26/HR

ABOUT THE ORGANIZATION

Integrated Community, CIIC, assists and supports immigrants as they integrate, contribute, and maintain their independence in Northwest Colorado. Our core values are dignity, empowerment, equity, and trust. CIIC values diversity, equity, and inclusion. The first step of integrating into a community is finding a space to be our authentic self. Creating this space and progressing towards a more inclusive, diverse, and equitable community is what lights our spark of service. In community EVERYONE belongs. Community is our safe space.

TEAM EXPECTATIONS

- Uphold the organization's mission and values.
- Contribute to strategic goals of expanding reach, engaging the community, and systematizing operations.
- Meet or exceed benchmarks for role-specific responsibilities, e.g., program metrics or client outcome metrics.
- Collaborate with other programs and staff to ensure holistic client support.
- Recognize and appreciate the work of others, focusing on shared successes.
- Provide excellent service to clients, partners, and the broader community, including occasional in the moment translation and interpretation, as needed to serve the client.
- Prioritize clients' needs across the organization, supporting colleagues and partners as needed.
- Participate actively in organization-wide activities, meetings, and community events as required.
- Maintain a positive and professional presence as a representative of the organization.
- Maintain effective and timely communication (accurate shared calendar, timely email responses, etc.).
- Adhere to confidentiality and ethical standards in all aspects of their role.
- Use organization-provided technology and software effectively.

JOB SUMMARY

The Community Navigator facilitates the Community Navigator program, assisting clients with immediate needs, promoting self-sufficiency, and maintaining a comprehensive resource database. Responsibilities include contributing to the organization's strategic goals of expanding reach, engaging the client community, and systematizing operations while providing direct and collaborative program/organizational support and maintaining excellent client service standards.

This job description provides a general overview of responsibilities and expectations for this role at this current time. At Integrated Community, employment is based on the dynamic needs of our clients and business operations. As a result, your work hours and job location may change to align with these evolving requirements. While we strive to provide stability, flexibility is essential to meeting both client expectations and company objectives. Specific details, time allocations and responsibilities may evolve based on organizational needs and priorities. Updates to this document should be made yearly, with quarterly reviews and allocation adjustments throughout the year. We appreciate your adaptability and commitment.

KEY RESPONSIBILITIES (ALLOCATION % OF TOTAL TIME)

ENGAGING CLIENT COMMUNITY (70%)

- Operating the Community Navigator Program (65%)
 - Maintain open office hours and greet all guests.
 - Assist clients with Community Navigation needs and/or directs them to the appropriate staff member.
 - Maintain a resource database with current information.
 - Provides non-English Speaking clients relief from immediate and short-term hardships
 - Promotes self-sufficiency among non-English speaking clients
 - Organizes staff training in regard to local resource opportunities for clientele.
 - Assists with sight translations/interpretations.
- Immigration Program Support (5%)
 - Set up appointments for immigration with DOJ Accredited staff members.
 - Assist Immigration Pro Bono Attorneys and DOJ accredited representatives as directed.

SYSTEMATIZING OPERATIONS (10%)

- Database Management (10%)
 - Maintain Resource Database.
 - Maintain Customer Client Database.
 - Maintain Provider Client Database.
- Regular collaboration with external organizations to adopt and implement best practices for client services. (10%)

EXPANDING REACH (10%)

- Engagement with existing networks to expand program reach and improve access to services (10%)

OTHER (10%)

- General Organization Operations (10%)
 - See Team Expectations
 - Other non-recurring tasks (e.g., audits, special projects)

QUALIFICATIONS

GENERAL QUALIFICATIONS (APPLIES TO ALL ROLES)

- Strong interpersonal skills with the ability to work compassionately and inclusively with diverse populations.
- Ability to work independently and with a team in a high interaction environment.
- Ability to practice non-judgment when working with clients from various socioeconomic, racial, cultural, and educational backgrounds and to interact in a professional, patient, and polite manner.
- Proficient in evolving technology, including Microsoft Office, Google Suite, etc.
- Ability to prioritize, multitask, and meet deadlines.
- Commitment to professional growth and alignment with organizational values.
- Current and valid U.S. work authorization.

ROLE-SPECIFIC QUALIFICATIONS

- Bilingual in English and Spanish.
- Experience in client services and resource database management.

MEASURING SUCCESS

PERFORMANCE METRICS

Success in this role will be measured by:

- Number of clients served as the first point of contact, with high client satisfaction rates measured through feedback surveys. Reduction in wait times for client intakes and referrals.
- The number of clients assisted annually, including both new and returning clients.
- Ratio of closed cases to new cases.
- Documented anecdotal/narrative evidence of client results.
- Percentage of clients demonstrating increased self-sufficiency through the services provided (e.g., employment, housing stability, language proficiency).

- Accuracy of resource, customer, and provider databases.
- Confidence and decision-making in client interactions and program leadership. Increased ability to address challenging situations or clients effectively.
- Participation in professional development opportunities annually (e.g., workshops, certifications, conferences).

Specific, measurable, achievable, relevant and time-bound (SMART) Goals to support these key metrics will be set annually and will be reviewed with your manager quarterly. Individual professional development goals (e.g., communication skills, leadership development) will be created and updated during progress check-ins.

Note: Studies have shown that women, nonbinary folks, and people of color are less likely to apply for jobs unless they believe they meet every single one of the qualifications as described in a job description. We are committed to building a diverse and inclusive agency, and we are most interested in finding the best candidate for this internship, even if that means a candidate comes from a background less traditional to our field of work.

Integrated Community is an equal opportunity employer committed to building a diverse and inclusive team. If you are passionate about helping others and want to contribute to a supportive community, we encourage you to apply.