



## POSITION TITLE - COMMUNITY NAVIGATOR

POSITION TYPE	<input type="checkbox"/> FULL-TIME <input checked="" 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 type="checkbox"/> STEAMBOAT SPRINGS OFFICE <input checked="" type="checkbox"/> CRAIG OFFICE
HOURS	TUES-FRI SHIFTS, TWO SATURDAY SHIFTS PER MONTH
SALARY	\$26/HR - 20/HRS PER WEEK

---

## 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 supports clients by providing immediate assistance, promoting self-sufficiency, and connecting them to available resources. Responsibilities include maintaining accurate resource databases, assisting with program operations, and supporting organizational goals related to community engagement and service delivery. This role will work in partnership with another part-time community navigator to operate the Craig office, serving Moffat County residents.

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 (75%)

- Implement the Community Navigator Program (70%)
  - Assist clients with Community Navigation needs and/or direct them to the appropriate staff member. (note: Client support varies from quick fixes to lengthy, in-depth needs, requiring extensive amounts of time researching and coordinating logistics.)
  - Conduct virtual navigation appointments facilitated with the Steamboat Springs office.
  - Provide non-English-speaking clients with relief from immediate and short-term hardships.
  - Promote self-sufficiency among non-English-speaking clients by offering guidance and support.
  - Work scheduled office hours and greet all guests.
  - Assist with sight translations and informal interpretations when needed.
  - Update the Resource, Client, and Provider Databases to ensure accuracy and reliability.
- 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.

### EXPANDING REACH (10%)

- Engage with existing networks to expand program reach and improve access to services. (5%)
- Support outreach activities such as attending events and collaborating with community partners. (5%)
  - Facilitate community “pop-up” events in Moffat county, bringing services to clients.

### OTHER (10%)

- General Organization Operations (10%)

- Participate in organization-wide activities, meetings, and professional development opportunities.
- See Team Expectations.
- Other non-recurring tasks (e.g., audits, special projects).

## SYSTEMATIZING OPERATIONS (5%)

- Maintain a Community Navigation resource database and document workflows (5%)

## 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.
- Proven ability to work independently and proactively, with minimal supervision.
- Demonstrated ability to persevere through challenges and setbacks, maintaining a positive and productive attitude.
- Preferred: Experience in resource database management.

## MEASURING SUCCESS

### PERFORMANCE METRICS

Success in this role will be measured by:

- Number of completed intakes.
- Documented anecdotal/narrative evidence of client results.
- Accuracy of resource, customer, and provider databases.

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.