

Pathways of Hope

Job Title: Service Navigator

Reports to: Community Programs Manager

Education requirement: Bachelor's Degree

Experience Required: Minimum 1 year of full-time related work experience

Position is: Full-Time Hourly, Non-Exempt

The Opportunity:

Pathways of Hope aims to end hunger and homelessness in North Orange County. Through the HUB of Hope food distribution and resource center, Pathways helps combat the hunger issues for the community while also offering crucial housing navigation, prevention, and diversion services to those in need. Through multiple housing models (Emergency Shelter, Rapid Rehousing, Permanent Supportive Housing, Bridge/Transitional Housing, Prevention) the Pathways of Hope supportive services team helps homeless families and individuals reduce housing barriers, work toward greater economic opportunity and independence, and strengthen community social service linkages necessary for the participant(s) to end their homelessness and obtain safe, sustainable, permanent housing. All participant interaction is founded in Housing First and Trauma Informed approaches.

This position will be part of the Pathways of Hope Food and Resources Program in collaboration with the North Orange County Community College District (NOCCCD). This position will work exclusively at one of our satellite Food and Resources sites which will be located at one of two NOCCCD campuses (Cypress Community College or North Orange County Continuing Education in Anaheim). It requires a flexible work schedule, including morning and evening shifts, and some weekends if needed. The position also requires reliable transportation to attend community appointments. This position is stationed 80% on-site at one of the colleges and 20% at our main HUB of Hope food distribution/resource center and business office.

The Agency:

Since 1975, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of hunger and homelessness in North Orange County. We have multiple housing sites and programming models that intersect at working to end hunger and homelessness across the greater Northern Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

The Candidate:

All Pathways of Hope employees must embrace a culture of teamwork, collective success, and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess a strong work ethic, a track record of successful problem-solving, the ability to work independently, and an understanding of hunger and homelessness issues in Orange County. The ideal candidate understands that Service Navigation and supportive services are collaborative efforts with the participants we serve.

Salary Range and Benefits:

The salary for this position is \$19.00 per hour. Benefits available include Health, Dental and Vision Insurance, vacation, sick time, mileage reimbursement and retirement plan options. As part of its cultural values, Pathways of Hope respects and values work/life balance.

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Job Summary:

As part of Pathways' Food and Resources Program team, the Service Navigator is responsible for facilitating direct food distribution, maintaining food safety compliance, tracking outcomes, overseeing program volunteers, and connecting participants to other food opportunities. The Service Navigator is responsible for supporting individual or family households by offering them supportive services, prevention, diversion, and other community referrals to meet the participant's need. The position will require screening for eligibility for all housing programs. The Service Navigator is responsible for completing system assessments, shelter bed reservation system assessments, collecting participant's documents, and proper documentation of services. The position requires creative problem-solving conversations, mediation between participants and family, friends, landlords, and other diversion strategies. Additionally, it requires spending considerable time with participants in immediate need and must be able to not only assess the situation but offer empathy with a housing first and trauma informed approach. The Service Navigator is responsible with helping participants with immediate, basic needs.

This position will report directly to the Community Programs Manager and will be part of the Programs Department at Pathways of Hope.

Essential Duties and Responsibilities:

1. Direct participant support
2. Facilitate direct food distributions
3. Oversee food and resources program logistics on-site at the assigned NOCCCD campus
4. Oversee program volunteers and interns
5. Ensure food pantry is clean and organized
6. Receive food deliveries ensuring product quality and referencing invoices
7. Ensure all food and safety procedures are in compliance
8. Identify, assess, and pursue new food partnership opportunities, through various outreach efforts
9. Maintain relationships with existing partners and cultivating partnerships with additional community organizations, training partner organizations on program requirements
10. Provide triage assessment and services to determine appropriate level of care and intervention
11. Assess housing barriers of individuals and families experiencing homelessness to determine housing and service needs
12. Provide diversion efforts to support linking participant(s) to natural support systems
13. Determine if additional assessment for housing is necessary after diversion intervention is completed
14. Provide participant(s) with housing assessment plans, basic financial literacy, and tools for successful housing identification
15. Ensure participants are entered into Coordinated Entry System using VI-SPDAT assessment, if applicable
16. Input participants into Homeless Management Information System (HMIS) and other databases accurately and in a timely manner
17. Collect participant documents and determine eligibility for financial assistance
18. Track and manage program activities, participant data and statistics
19. Keep accurate records of program activities and assist in the completion of reports
20. Create schedules and regularly meet with recipient participant(s), tracking progress toward goals in detailed case files with charts, progress notes, and outcome evaluation

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21. Implement a trauma-informed, strengths based and harm reduction plan to overcome barriers to obtain and retain housing
22. Make appropriate referrals to the participant needs/provide information and referrals for ancillary services
23. Serve as main point of contact for the services at the assigned NOCCCD campus
24. Ensure communication is maintained between the agency and NOCCCD campus and its partners
25. Represent Pathways of Hope at community meetings and presentations, as needed
26. Participate in community outreach on and off campus, as needed
27. Ensure all COVID-19 related precautions are being followed and PPE is available at all times
28. Other duties as assigned
29. Keep appropriate records and complete all forms in a confidential and professional manner
30. Report success stories, progress, and statistics to Community Programs Manager
31. Attend staff, case conferencing, and match meetings, as applicable
32. Track food donations and interface with the Development team to ensure all donors receive appropriate recognition

Qualification Guidelines:

Knowledge of:

- Hunger and homelessness issues affecting Orange County community
- Proficiency in Microsoft Word, Excel, Access and Outlook
- Continuum of Care and Coordinated Entry System is preferred
- Bi-lingual English/Spanish is preferred
- HMIS (Homeless Management Information System)
- Dependability, responsibility, and the ability to communicate effectively and respectfully
- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- Excellent customer service/public relations skills, including ability to work collaboratively with others.
- Housing Program Models and best practices
- Various counseling methods and conflict resolution techniques founded in strengths-based approach
- Trauma-Informed Methods
- Harm Reduction Strategies
- Housing-First/Housing Focused
- Motivational Interviewing
- Excellent written and oral communication skills.

Ability to:

- Establish and maintain effective working relationships with co-workers, volunteers, and other partners
- Respond to a crisis with the ability to deescalate the situation
- Ability to work and problem solve independently
- Solve problems by making decisions that promote team unity and participant stability and edification
- Plan, organize, and prioritize duties
- Be punctual, organized, and willing to take initiative
- Maintain confidentiality regarding participant information
- Work with people from diverse economic and socio-cultural backgrounds
- Represent the program and agency in a positive manner within the community
- Communicate effectively over the telephone and clearly communicate information and instructions verbally and in written form

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Miscellaneous:

- Participation in networking functions, community meetings, and other meetings as assigned by supervisor
- Assist with program activities when necessary
- Attend staff meetings and trainings as needed/scheduled
- Enhance job performance by applying up-to-date professional knowledge gained by attending webinars, trainings, etc.
- Perform ad hoc projects as assigned by supervisor
- Physical Tasks and working conditions include ability to lift up to 30 lbs.
- Maintain valid California Driver License and State-mandated auto-insurance

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.

Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.

Pathways of Hope is an Equal Opportunity Employer

To apply: please send cover letter and resume to info@pohoc.org