



*"Building strong, healthy, self-sufficient families since 1992"*

**Website: [www.fscss.org](http://www.fscss.org)**

201 Capitol Way N. - Downtown Olympia - Corner of State and Capitol Way  
PO Box 784, Olympia, WA 98507-0784 Phone: (360) 754-9297 Fax: (360) 528-2004

**POSITION TITLE:** Family Resource Navigator

**REPORTS TO:** Family Resource Services Program Manager

**SALARY RANGE:** \$15-\$18 per hour DOQ, full benefits package

**HOURS:** 40 hours per week M-F 8:30-5:00 pm (May include some evening and weekend work)

### **REQUIRED SKILLS AND EXPERIENCE**

- Education: Bachelor's degree in social services or related field. May substitute education for comparable work experience.
- Experience: A minimum of 1 year of experience working directly with families providing case management/home visitation /advocacy/resource and referral or related work experience
- Skills: Ability to write and speak effectively and professionally
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs
- Transportation: Must have insured personal vehicle and be willing to travel locally

### **PREFERRED SKILLS AND EXPERIENCE**

- Bilingual Spanish/English
- Local work experience; familiarity with Thurston County social service resources
- Experience working with diverse populations
- Experience providing crisis intervention
- Experience working with survivors of domestic violence, sexual assault, stalking or human trafficking

### **LICENSES AND OTHER REQUIREMENTS**

- Washington State Driver's License
- Fully insurable driving record
- Ability to pass a comprehensive background check

### **PRIMARY RESPONSIBILITIES**

The Family Resource Navigator will work directly with families who are in crisis, seeking supportive services and resources, and families who are imminently homeless. The Family Resource Navigator will assess each family's needs, identify what resources and services they qualify for, and work in collaboration with the family to meet their identified goals. Specific responsibilities and activities include the following:

- Complete family intake which may include Coordinated Entry, housing barriers assessment, housing stability plan, and identify the family's housing status.
- For families facing eviction, work to identify prevention resources in the community in order to prevent the family from entering the homeless system. Work alongside community partners, faith communities, and other partners in order to meet the needs of families.
- Assess and identify options and strategies to divert imminently homeless families from the homeless system, including identifying potential diversion resources, opportunities to increase income, or overall family stability.
- Provide one on one support to assist clients in meeting their goals which may include eviction prevention, development of resumes, interview prep, job search, budgeting, credit repair etc.
- Coordinate and participate in outreach activities to support increased service to underserved populations residing throughout Thurston County.
- Provide intensive supportive services focused on increasing housing and economic stability for single mother's seeking services at the Family Support Center.
- Ensure children are enrolled and attending appropriate care and/or education services. Assess and evaluate the needs of the children and provide appropriate referrals, resources, and provisions.

***"working together to strengthen all families"***

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- Maintain knowledge of Family Support Center programs and on site partner agencies; make appropriate in house referrals.
- Maintain accurate and thorough hard copy and electronic client files; comply with federal programs, collect and report data monthly
- Answer the 24-hour emergency shelter hotline as scheduled
- Other duties as assigned

To apply, email a resume, cover letter, and 3 professional references to Natalie Skovran at [natalies@fscss.org](mailto:natalies@fscss.org) or by mail to Family Support Center, Attn: Natalie Skovran, PO Box 784 Olympia, WA 98507