



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

Website: www.fcss.org

3545 7th Ave SW STE 200, Olympia, WA 98502

Phone: (360) 754-9297 Fax: (360) 943-1139

POSITION TITLE: Family Resource Navigator

REPORTS TO: Homeless Family Services Program Manager

SALARY RANGE: \$18-\$20 per hour DOQ

HOURS: 20 hours per week M-F between the hours of 8:30-5:00 pm (schedule to be negotiated upon hire)

About Us: Family Support Center of South Sound is a nonprofit 501c3 multi-service agency located in Olympia, Washington, founded in 1992 to provide families and survivors of domestic violence, sexual assault, stalking, and human trafficking with coordinated supportive services in one centralized location with the mission, "*Working Together to Strengthen All Families*". Family Support Center seeks to build strong, healthy, safe, and hopeful families through collaborative programs and services, with the goal to reduce the impacts of family and child poverty, homelessness, and family violence in the South Sound community.

Position Summary: The Family Resource Navigator works with families to mitigate current crises in their life, which often includes preventing evictions, keeping basic utilities turned on, connecting their children to enrichment programs or school support programs, and working with families to increase their overall economic and housing stability. The Resource Navigator is responsible for ensuring the resources in which they refer families to are current, applicable, and that the household meets the eligibility requirements; it is more than providing brochures and phone numbers. The Navigator makes the direct connection to the programs and resources so that families don't have to navigate community programs independently. This position provides both walk in and appointment-based services; during COVID-19, services are currently all telephonic and video based. This position will begin as a 0.5FTE, with the possibility of increasing to full time employment. Ideally the schedule will be Monday-Friday, though may be negotiated to a 4 day schedule.

Preferred Skills & 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
- Technology: Computer literacy; Proficiency in the use of Microsoft office programs
- Education: Bachelor's degree in social services or related field. May substitute education for comparable work 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
- Transportation: Must have insured personal vehicle and be willing to travel locally

Licenses and Other Requirements:

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

Primary Responsibilities:

- Work directly with families who are experiencing situations of crisis or challenge, including pending evictions, utility shut offs, parenting struggles, domestic violence, etc. and work to mitigate and resolve their crisis through connection to available community and organizational resources
- Complete thorough intakes and assessments, including but not limited to Coordinated Entry, housing barriers assessment, housing stability plan, etc. in order to best support the family in achieving their goals

- Respond to phone calls and emails from households seeking support within 2 business days and schedule follow up appointments as necessary
- 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 response 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. This may include co-locating onsite at community partners such as Tumwater Community Schools, ROOF, Cielo, food bank, etc.
- Remain flexible and responsive to the needs of families, which includes ability to provide home visitation and mobile advocacy to meet families in mutually agreed upon locations (as permitted by COVID-19 guidance), as well as telephonic and video meetings
- 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.
- Maintain knowledge of Family Support Center programs and on site partner agencies; make appropriate in house referrals.
- Maintain accurate and thorough electronic client files; comply with federal programs, collect and report data monthly
- Represent Family Support Center at community meetings applicable to position, and report back to larger staff of community updates and resource availability
- Participate in Family Support Center's on-call rotation to provide backup support to volunteers in evenings; approximately 3-4 weeks per year.
- Distribute flexible financial assistance and/or rental assistance funds when available
- Other duties as assigned

To apply for this position, please email your professional resume, cover letter, and contact information for three professional references to Natalies@fscss.org or fax documents to 360-943-1139 ATTN: Natalie Skovran, or mail to Family Support Center of South Sound 3545 7th Ave SW Suite 200, Olympia WA 98502. No phone calls.

Position open until filled.

Family Support Center is an equal opportunity employer and service provider. Family Support Center shall not discriminate against any person on the basis of any legally protected status including, but not limited to: age, citizenship, color, disability, health condition, ethnicity, marital status, national origin, religion, sex, or sexual orientation.