Hope Communities, Inc.
Job Description

Job Title: Refugee Community Navigator
Status: Part-time
Reports to: Partnership and Grant Administrator, Thrive Program
FLSA Status: Non-exempt

POSITION SUMMARY:
Community Navigator is responsible for linking ORR-qualified refugees with the programs, services and referrals they need to become active members of the community. Community Navigator will support refugee families and individuals in achieving self-sufficiency and integration. He/she will identify and respond to the diverse needs of refugees across the various stages of integration as well increasing the number of refugee families accessing formal and informal community resources. All navigation services will be accomplished in coordination with Hope Communities’ staff, objectives and values. This position needs to be proficient in Dari.

ESSENTIAL DUTIES/RESPONSIBILITIES
• Provide direct services to individual community members and families in their refugee journey, helping them to navigate various U.S. systems (e.g., services, education, social, health, etc.)
• Support the refugee community in their efforts to strengthen partnerships that better link refugees and service providers and build knowledge of appropriate community resources for referrals.
• Mobilize, invite and facilitate monthly workshops for refugee community members to increase community understanding of mainstream systems, such as civic engagement and community integration.
• Identify systemic needs in the refugee community and develop solutions to fulfill those unmet needs to inform and enhance Thrive programming.
• Serve as a cultural broker between community and mainstream systems, and a defined link to community for information, interpretation, and mediation.
• Provide language interpretation as needed.
• Work closely with and support Hope partners and community members in building leadership capacity in the refugee community.
• Provide weekly activity logs and bi-weekly time and effort report to supervisor.
• Comply with all other requirements of Hope management and funders (including reporting, data collection, and verifications of qualifying clients).

OTHER DUTIES AND RESPONSIBILITIES
• Demonstrate the core values of the organization in all that is required in position.
• Support and engage in activities to further the mission, vision and strategic plan of the organization.
• Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES
This position has no supervision requirements.
QUALIFICATIONS

• Trusted community member in Denver metro’s refugee community with extensive professional experience to provide navigation services.
• Eager to serve across all tribal, ethnic, and religious groups without showing preference.
• Strong knowledge of the refugee experience and Colorado’s refugee community.
• Strong organizational, computer, interpersonal and communication skills.
• Dependable and demonstrated strong leadership skills.
• Passionate about working with language-specific refugee communities.
• Open-minded, non-judgmental attitude and team player.
• Ability to encourage participation and engage community.
• Fluency in English and at least one other specified, essential language to engage high-need populations.

EDUCATION and/or EXPERIENCE

• High School diploma or GED required. Associates degree or bachelor’s degree in Human Services, Social Work or equivalent preferred.
• Minimum 2-3 years’ experience working within the community on the ground level, and experience connecting community members with mainstream systems.

CERTIFICATES, LICENSES, REGISTRATIONS

Completion of classes and certificates related to resource navigation a plus.

OTHER

• Equipment used to include, but not limited to, all office equipment, computer, fax machine, calculator, copy machine, scanner, and telephone system.
• Access: Stairs or elevator.
• Occasional travel within the Denver metro area.