

**Hope Communities, Inc.**  
**Job Description**

**Job Title:** Community Navigator

**Status:** Part-Time, 12-15 hours/week

**Reports to:** Program Manager, Hidden Brook

**FLSA Status:** Non-exempt

**POSITION SUMMARY:**

The Community Navigator supports families and individuals in achieving self-sufficiency, personal growth, community integration, and access to financial opportunity. The Community Navigator helps implement client-driven, need-based programs to support client growth and provide resource navigation that connects clients to the programs, services, and referrals they need to become self-sufficient, active members of the community. The Community Navigator identifies and responds to the diverse needs of clients across the various stages of integration as well as increasing the number of refugee families accessing formal and informal community resources. All navigation services are accomplished in coordination with Hope Communities staff, objectives, and values.

**ESSENTIAL DUTIES/RESPONSIBILITIES**

- Provide direct services to individual community members and families, refugee and otherwise, helping them to navigate various public and private systems providing services that meet basic needs such as housing, health care, nutritious food, social engagement, employment, transportation, and academic support.
- Work with the Manager of Programs at Hidden Brook to design and implement programs that arise from expressed client need.
- Develops and executes strategies to identify and secure program participants.
- Assist in tracking program services and activities using Hope's evaluation database.
- Identify and collaborate with partner programs or organizations to strengthen support for refugees and other clients and build knowledge of appropriate community resources for referrals.
- Mobilize, invite, and facilitate regular workshops for 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 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.

**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.

- Participates in regular program and all-staff meetings.
- Perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervision requirements.

### **QUALIFICATIONS**

- Trusted community member in Metro Denver's refugee community with professional experience providing 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. Essential languages include: Rohingya, Kinyarwanda, French, Swahili

### **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.
- Reliable transportation to support occasional travel within the Denver metro area.
- Ability to lift 20 pounds.

### **COMPENSATION**

\$22-23/hr

### **APPLYING**

Interested applicants should send a cover letter and resume to [resumes@hopecommunities.org](mailto:resumes@hopecommunities.org), marking the subject line of the email as: Community Navigator position. Please email questions about the job to the same email and we will reach back out to you.