

## Job Description

### NAVIGATOR – FAMILY JUSTICE CENTER

#### JOB SUMMARY

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The Navigator (Family Justice Center) is responsible for assisting clients in accessing services from on-site partners that accommodate the individual needs of the client. The Navigator performs intake procedures to process clients efficiently and effectively through the organization. The Navigator also provides consultation, case management and service information, completes administrative records, performs client follow-up, assists with, and participates in professional development activities and client and organizational based community outreach.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

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##### COMMUNITY ENGAGEMENT, EDUCATION AND PREVENTION

- ✓ Establish rapport and provides trauma- informed assessments, referrals, and follow-up:
  - Welcomes clients and their families, assuring that the delivery of service is client centered and seamless.
  - Works with Willow / FJC staff to provide light refreshments and rest during the delivery of service.
  - Assure that children receive childcare while the Client is receiving services.
  - Coordinate schedules for appointments with partner agencies and clients; assist with follow-up for missed appointments.
  - Provide and secure information from partner agencies based on client need.
  - Assist partners with client information and make referrals to community agencies when appropriate.
  - Assist clients with completing application for off-site partner social service assistance, i.e., rent, utility, medication, clothing, transportation, and victim's compensation.
- ✓ Provide consultation and case management:
  - Consult with appropriate staff and partner agencies regarding client needs and difficulties.
  - Completes the Danger Assessment and Safety Planning intake.
  - Assists in consultation and education services to other agencies and organizations.
- ✓ Complete all administrative records pertaining to clients and caseload assignments.
  - Establishes and maintains client records and complies with all requirements related to documentation of services rendered.
  - Completes client's statistical documentation / reports by established deadlines.
  - Prepares and submits proper summaries and reports to other agencies and stakeholders promptly and in accordance with confidentiality protocols.
- ✓ Assist with and participate in professional development activities and community outreach.
  - Assists with the organization, preparation, and provision of professional development activities for the FJC.
  - Assists with the development and delivery of programs and activities promoting client outreach.

#### OTHER DUTIES AS ASSIGNED

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- ✓ Complete all functions in an ethically and culturally competent manner.
- ✓ Pursues professional development.
- ✓ Attends meetings as requested.
- ✓ Other duties as assigned supporting agency goals, mission, vision, values, and strategic plan.

#### REQUIRED QUALIFICATIONS

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- ✓ **EDUCATION:**
  - Bachelor's degree in Social Work, Human Services, or related field required, with a minimum of two years of direct client service experience or an equivalent combination of education and experience

- ✓ **EXPERIENCE AND/OR TRAINING:**
  - Minimum of 2 years of direct client service experience.
  - Must be able to communicate with a wide range of children and families from diverse cultural backgrounds.
  - Vast knowledge of community resources.
  - Working knowledge and/or training in domestic/dating violence, sexual assault, stalking, harassment, and ACES.
  - Working knowledge of substance abuse and mental health and its impact on children and families.
  - Demonstrated computer experience with word processing or varied applicable software required.
- ✓ **COGNITIVE DEMANDS:**
  - Must be able to communicate in a professional manner with a variety of people in-person, over the phone and virtually.
  - Must be able to self-start projects, self-motivate and work independently.
  - Must be able to resolve problems, handle conflicts, be adaptable and flexible and make effective decisions under pressure.
  - Frequently called upon to manage difficult situations in community settings.
- ✓ **PHYSICAL DEMANDS:**
  - Ability to sit, stand, bend, reach, climb stairs, and the manual dexterity to operate standard office machines such as, computers, projectors, fax machines, copiers, and telephones with or without reasonable accommodations.
  - Availability for early morning meetings regarding high-risk clients.
  - Must be able to lift/carry presentation materials up to 30 lbs. with or without reasonable accommodations.
  - Frequent (weekly) local travel required to courts and meeting spaces across our service area (primarily in Monroe County).
  - Occasional out-of-county travel for training purposes.
  - Must be able to move about a variety of venues including office buildings, auditoriums, conference rooms, etc.
  - Employee may be required to share an office space.
- ✓ **SKILLS:**
  - Strong time management, oral and written communication, and organizational skills.
  - An ability to integrate diversified functions.
  - Understanding, influencing, and serving others are important attributes in this position.
  - Must display a high degree of professionalism and ability to work independently.
- ✓ **OTHER:**
  - Must possess a current NYS driver's license that is not in jeopardy of being revoked and have access to a reliable vehicle.

## ADDITIONAL INFORMATION

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- ✓ Department: Family Justice Center
- ✓ Reports to: Director of Family Justice Center
- ✓ Hours/Status: 37.5 hours/week; Non-Exempt
- ✓ Pay Rate: \$26/ hour

## HOW TO APPLY

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Submit cover letter and resume by mail, email:

◦Mail: P.O. Box 39601, Rochester, NY 14604      ◦ Email: [HR@willowcenterny.org](mailto:HR@willowcenterny.org)

Be sure to indicate which position you are applying for in the subject line.

No phone calls please.

***We offer a generous benefits package including paid time off, and a 401k retirement plan.***

*Willow Domestic Violence Center is an Equal Opportunity Employer*

Willow Domestic Violence Center is committed to equal opportunity for all, without regard to race, religion, color, national origin, citizenship, sex, sexual orientation, gender identity, age, veteran status, disability, genetic information, or any other protected characteristic. Willow Domestic Violence Center will make reasonable accommodations for known physical or mental limitations of otherwise qualified employees and applicants with disabilities unless the accommodation would impose an undue hardship on the operation of our business.