

CAREER OPPORTUNITY

Title: Hispanic Outreach Program Navigator, School-Focused

Hours: Full-Time, 37.5 hours per week, Non-Exempt

Brief Description:

As part of the Hispanic Outreach team, the Program Navigator will provide culturally competent, bilingual social services to Hispanic/Latino families and individuals. This position will focus on school and community-based supports for families with school aged children. The Program Navigator provides bilingual support and information with the purpose of connecting clients to programs within Catholic Social Services of the Miami Valley, as well as to other community resources to assist in eliminating barriers and improving educational outcomes for students and self-sufficiency for families. This position will support collaborative outreach activities and events at partner schools as appropriate. This position requires engagement in case management activities such as intake and referral and includes maintenance of client records and data entry.

KEY RESPONSIBILITY AREA MAIN DUTIES (Not all-inclusive)

I. Direct Client Support and Outreach Coordination (60%)

- Provides a minimum of 22 hours per week of direct client services to individuals and families or engaged in activities on behalf of direct program goals
- Responds to referrals and inquiries for services, completing phone and in-person screenings to determine service needs of potential clients within the target population
- Helps individuals and families navigate challenges using assessments and goal-directed service plans to eliminate barriers
- Provides internal and external referrals to address identified service needs and ensures referrals are successful in addressing needs
- Maintains knowledge of existing internal and external community social service programs and resources available to the Hispanic/ Latino community in the Greater Dayton area
- Engages in school, community, and family outreach to increase client engagement and foster family and school partnerships
- Provides culturally competent services – including arranging language access supports when needed – to all families and individuals receiving services

II. Data Entry and Case Support (25%)

- Documents client encounters using computer-based case management software (Apricot) and other databases as required
- Serves as the primary support for entering and updating client case records in the agency case management database
- Maintains case files and ensures appropriate documentation of intakes, case notes, referrals, and units of service delivery
- Completes and documents appointment reminder calls and other communications with or on behalf of a client

III. Teamwork and Professional Growth. (15%)

- Attends and actively participates in agency and team meetings
- Works collaboratively with assigned partner schools and with collective impact partners
- Participates in outreach events at partner schools to increase participation of Hispanic students and families in school community
- Participates in supervision for professional development and collaboration
- Seeks to further own professional development through attending assigned applicable workshops and trainings

MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:

- Associate degree or equivalent, bachelor's degree preferred
- Bilingual (Spanish and English)
- At least one year of related work/intern/volunteer experience
- Skilled in client engagement and assessment
- Ability to plan and coordinate services
- Sound knowledge of community resources
- Ability to work with other community organizations
- Sound assessment and communication skills
- Effective written and oral communication skills
- Ability to work with diverse populations
- Ability to be adaptable and work independently
- Commitment to CSSMV's mission and goals

*Interested candidates should send a resume with salary requirements to:
Human Resources, Catholic Social Services of the Miami Valley
922 W. Riverview Ave., Dayton, OH 45402
or email to jobs@cssmv.org or fax to 937.222.6750*