

Job Title: Community Engagement Program Navigator
Department: CNI – Newport News
Reports To: Director of Special Projects
FLSA Status: Non-Exempt

MISSION STATEMENT

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

SUMMARY

Performs social work and mobility case management for households in the Choice Neighborhood Marshall-Ridley neighborhood. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the Newport News Human Services Department such as financial assistance, childcare assistance, and other programs associated with the CNI Support Services and Programs identified in the People Plan. Work involves performing case management, relocation coordination with Newport News Redevelopment Housing Authority, providing counseling, assessing client needs, coordinating provision of needed services, and maintaining case records.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Coordinate community events at the Lift and Connect Resource Center and other facilities leverage through CNI partners.
- Coordinates and participates in out of office visits with family members and other professionals.
- Manage MRCN Lift and Connect Resource Center calendar.
- Responsible for organizing, supporting and providing support to program staff and participants.
- Assist Planning and Evaluation Department with conducting research to identify additional community needs.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Establish partnerships that assist in the development of programs that support the needs of MRCN residents.
- Responsible for organizing, supporting and providing support to program staff and participants.
- Identify underutilized services that will maximize the identified goals and strategies in the People Plan Initiative – health, education, employment, youth, and support services.

- Identify activities that will attract the most residents to community events.
- Coordinate monthly meetings which includes the most convenient time and place for residents.
- Evaluate and adjust approach to outreach and engagement.
- Assist with updating individual development plans and tracking outcomes to be reported.
- Serves on departmental committees, community boards and/or commissions to advocate for participants and develops a network of resources that address the needs of program participants.
- Maintains current listing community resources.
- Develops and maintains relevant data collection in order to regularly analyze program data and completes reports as required.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical provides, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

SUPERVISORY RESPONSIBILITIES

None

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the

jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safe guards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

Be accountable for all staff who are out on lost time accidents and actively initiate light duty return to work as soon as possible.

Be accountable for the failure of all staff who fail to follow safety rules and regulations, and acceptable work practices.

Discipline those who disregard safe work practices and procedures.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or a minimum of four years of appropriate and related experience in public assistance program administration.
- Experience with program eligibility evaluation.
- Must possess experience working with public housing residents. TANF and VIEW experience preferred.
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid Virginia driver's license
- Criminal record check, driving record and credit report required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

LEADERSHIP COMPETENCIES

Initiative and Drive for Strong Results

Strong Decision-Making Skills
Business Acumen
Customer Focus
Organizational Agility
Planning and Implementation
Managing Purpose and Vision
Building Effective Teams

LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

Hampton Roads Community Action Program is an Equal Opportunity Employer