



# Hampton Roads Community Action Program

2410 Wickham Avenue  
P.O. Box 37  
Newport News, VA 23607

## **JOB DESCRIPTION** Program Navigator

**Job Title:** Program Navigator  
**Department:** Strategic Initiatives – CNI – People Plan  
**Reports To:** Sr. Project Manager

### **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.

- Create and manage MOUs for Service Provider Network.
- Ensure that Service Provider Network members report leverage and outcomes of individuals receiving services monthly.
- Track in-person and virtual activities held at the Lift and Connect EnVision Center.
- Report weekly, monthly, and quarterly outcomes and satisfaction survey results of individuals and families attending Lift and Connect EnVision Center.
- Establishes weekly schedule to meet with partners to discuss referral process and update programs available to Family Services team. All meetings are to be recorded in empowOR and results provided to supervisor.
- Establish out of HRCAP service area partners to support residents relocated.
- Ensure all Service Provider Network partners receive ongoing training opportunities and HUD updates.
- Provide ongoing training and manage user access to empowOR.
- Develops a network of resources that address the needs of program participants.
- Develops and maintains relevant data collection in order to regularly analyze program data and completes reports as required.
- Maintains current listing community resources.

- Prepares and maintains confidential case records and files; documents all interactions with providers by entering data into EmpowOR Client Management System.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

### **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

**Salary:** \$33,942 – \$37,952; Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA., 23607. Office hours are 8:00 a.m. to 5:00 p.m. Monday through Friday. You can also visit: [www.hrcapinc.org](http://www.hrcapinc.org) to print an application and mail to P.O. Box 37, Newport News, VA, 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until filled.