



COLORADO
VILLAGE
COLLABORATIVE

JOB DESCRIPTION: SAFE OUTDOOR SPACE (SOS) RESOURCE NAVIGATOR
(updated September 23, 2021)

Job Title: SOS Community Resource Navigator
Reports To: SOS Program Director
Locations: Multiple Locations (4 different locations in Denver)
Hours: Monday - Friday 10am-6pm
Pay Range: \$38,000-\$45,000 Annually + Generous Employee Benefit Package including: 401k matching; Health, Dental, and Vision coverage for employee and dependents; Paid Holiday and Paid Vacation
Timeline: October 22, 2021

SUMMARY

Colorado Village Collaborative seeks an **SOS Community Resource Navigator** with a growing, dynamic organization serving people experiencing unsheltered homelessness. The SOS Community Resource Navigator is willing to use and share his or her personal, practical experience, knowledge, and first-hand insight to benefit program clients and their support team.

A successful candidate will provide resource navigation assistance, support, and advocacy for program clients, identifying life choices and helping them overcome obstacles to achieve their goals. The SOS Community Resource Navigator will work in collaboration with the SOS Program Director and CVC team to ensure that the SOS space has access to community resources and support clients with the transition from homelessness to being housed. This position reports to the SOS Program Director.

Résumés without a cover letter may not be considered. In addition to information about qualifications, applicants must describe their interest in helping people experiencing homelessness and should include language describing their understanding of the causes of homelessness.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Remain culturally attuned to the people of the community being served, able to communicate, be sensitive and compassionate.
- Specialized knowledge of the following: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Old Age Pension (OAP) Aid to the Needy Disabled (AND), and RTD Live program. Navigators should also have knowledge of housing programs in the Denver Metro area to help guide participants to permanent housing. Assist clients in accessing insurance, primary, dental and specialty care as needed.
- Be connected with allies, service agencies and critical decision-makers within various systems.
- Homeless Management Information System (HMIS) data entry and tracking/reporting outcomes

- Keep abreast of current trends in community resources, social security benefits, state government benefits, medical and mental health programming, and best practices in accessing resources and programs.
- Access needs of participants and performs intake using HMIS and Google.
- Encourage self-advocacy skills among the client base, so they gain confidence with basic system navigation.
- Link participants with appropriate resources and appropriate referrals to outside agencies.
- Complete housing applications across many different housing providers metro-wide.
- Excellent program management skills, including strong administrative, computer, and database skills.
- Ability to encourage, support, and acknowledge participants.

OTHER DUTIES AND RESPONSIBILITIES include the following:

- Comply with confidentiality statutes and regulations including to HIPAA
- Interact with community members in a way that supports cooperation among agencies and resource acquisition.
- Maintain accurate data entry and record keeping.
- Ability to manage projects independently and to report outcomes effectively.
- Professional, creative, flexible and open to new ideas.
- Other duties, as assigned

SUPERVISORY RESPONSIBILITIES

- None

QUALIFICATIONS

- Excellent Chrome OS skills, especially Google Drive, spreadsheets, docs and calendars.
- Excellent communication skills (written and verbal), grammar, and reasoning skills
- Ability to handle confidential and sensitive information
- Knowledge and ability to track program spending as it relates to client support funds.

EDUCATION and/or EXPERIENCE

- 2 years of experience working in a related field.
- Experience in resource navigation is preferred.
- A commitment to CVC's mission and goals.
- Experience working with unhoused individuals
- Knowledge about people with mental and substance use disorders
- Ability to relate to people from diverse backgrounds and experience
- Trauma-Informed lens
- Creativity and flexibility
- Intrinsic motivation to achieve goals
- Anti-racist, anti-oppression lens

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of participants or employees of the organization.

CERTIFICATES, LICENSES, REGISTRATIONS

- SOAR certified preferred

TRAVEL

Travel may include:

- Travel between multiple sites
- Community meetings or trainings
- Meeting participants in the community
- Other travel as needed to assist clients

How to Apply:

Qualified persons may apply by sending a cover letter and resume to cuica@covillageco.org, attn: Cuica Montoya. Invitations for interviews will be extended upon review of qualified candidates until the position is filled. **Please submit a cover letter and resume by October 15, 2021.**

Your cover letter should speak to your experience working with people experiencing homelessness and/or life challenges and should highlight if you have lived experience with homelessness, mental health, and/or substance misuse recovery.

Colorado Village Collaborative is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, gender identity, or expression, or pregnancy.

In accordance with CVC's duty to provide and maintain a workplace that is free of known hazards, and to comply with the City and County of Denver who has issued a Public Health Order requiring all city employees, as well as private-sector workers in high-risk settings, to be fully vaccinated against COVID-19 by Sept. 30, 2021. We are adopting this policy to safeguard the health of our employees and their families; our customers and visitors; and the community at large from infectious diseases, such as COVID-19 or influenza, that may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention and local health authorities, as applicable.