

	Position: Bridge Support Community Navigator	
	Department: Family and Youth Intervention(FYI)	
	Rate: \$ 23 - \$ 25 / hour	Status: Non-Exempt
	Last Revised: 2/2023	

Definition

The Family and Youth Intervention (FYI) Community Navigator will work with youth who have experienced a mental health crisis and their family members to bridge the timeframe between crisis stabilization and establishing long term support. The Community Navigator will assess family needs, connect families with information and resources, to other care providers, help navigate any eligibility requirements, provide a warm/personal referral to service partners and services, and will follow up to ensure the family was successful in getting their needs met. This position requires a comprehensive understanding of family development and dynamics, available mental health resources, and work/life issues. This position will report to the FYI Clinical Director.

Supervision Exercised

None

Duties

- Achieve an understanding of agency mission, strategic focus areas and overall goals and objectives and contribute to the success of these areas
 - Read, understand, and apply all agency and department policy and procedures set forth in both the Agency Handbook and FYI Program Manuals
 - Provide mental health referrals and/or enhanced referrals using database programs and other information sources
 - Assist parents in navigating resources and supports that meet their needs
 - Support parents understanding eligibility requirements of various mental health support programs and how to access the required documentation if applicable
 - Assist families in their selection of mental healthcare providers by providing information on types of licensure and professional qualifications, insurance requirements, and waitlist timeframes.
 - Work with other Children’s Cabinet services and community partners including the Washoe County School District to create a closed referral system to ensure the needs of families are met
 - Use identified tools and assessments to serve families including Columbia-Suicide Severity Rating Scale
 - Use appropriate interpretation to support families whose first language is not English
 - Timely follow-up with all clients to make sure needs were met
 - Track all contact and support given families in identified data system
 - Participate in the development of consumer education materials (newsletters, tip sheets, calendars, brochures, etc.) based on the information needs of families
 - May assist with guidance of interns and volunteers
 - Perform other tasks as assigned
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Entry Level Qualifications

Knowledge of:

- Community services and supports for families including mental health providers and health insurance eligibility
- Diversity, Equity, and Inclusion principles
- Trauma Informed Care practice principles
- Positive parenting concepts and work/life supports for families
- Customer service skills and positive communication styles
- Computer programs including Microsoft Word, Excel, Power Point, data base programs, etc., and the desire to learn new programs

Ability to:

- Use outstanding customer service skills
- Communicate clearly and concisely both in writing and verbally
- Be organized and use effective time management
- Facilitate positive, strength-based communication with clients
- Work collaboratively with staff and community agencies
- Maintain confidentiality of client/agency information
- Understand and follow oral and written instructions
- Use office equipment (phones, fax, copier, mail meter, etc.)
- Work with adults and youth of diverse backgrounds and beliefs and adapt service delivery accordingly

Special Requirements

- Bachelor's degree in human services field or 4 years of experience in human services setting, community service setting, or case management position
- Bilingual (English/Spanish) strongly preferred
- Must be physically capable of performing all job duties. This may include lifting up to 40 lbs.; bending; standing; sitting; and walking up and down stairs (to conduct home visits); repetitive hand motion (completing forms and inputting data)
- Must have reliable transportation to and from work
- Willing to obtain required medical screen and immunizations such as TB test, Hepatitis, etc.

License or Certificate

- Able to pass complete background check
- Must possess a valid Nevada's Driver's License and proof of insurance if utilizing a personal vehicle for company business

Benefits

- Eligible to receive Cabinet benefits for full-time staff

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