



Position Title: *Service Navigator / Case Manager*

Accountable to: *Director of Day Center*

Salary Range: *\$40,000-42,000*

Please email resume for consideration to brittney@corazonsa.org

General Description: This position is responsible for helping clients navigate inside the Day Center with basic services, clinic, ID recovery and case management. This position will also provide support to the shower staff and be a liaison for case managers. This collaboration of services provides a continuity of care for persons that utilize services inclusive of, but not limited to, mental health, substance abuse, prevention, or other services to support the client in achieving self-sufficiency and community tenure. The Service Navigator provides care and service to individuals coming in for basic and day services at the Corazon Day Center.

Essential Functions:

- Assist clients and address their basic needs
- Print directions, ID's and miscellaneous requests as needed
- Assist case manager with triaging clients to identify their needs and the barriers to accessing those needs
- Maintain the restroom sign in and check bathrooms regularly
- Assist with serving lunch as needed (double check with director before assisting with in-kitchen duties)
- Assist director with needed tasks
- Input needed data daily, weekly or monthly as required by director
- Participate in the Sunday Travis Park Church shower rotation
- Participate in organization events and occasionally represent organization with neighborhood partners
- Rotate with shower staff to ensure all staff are cross trained across multiple departments
- Assist with organizing, labeling, and making inventory of donations
- Identify the necessary supplies needed for the Day Center and communicate those weekly with director
- Assist with locating the best price/location of needed supplies and place order when required and approved by leadership
- Ensure all rooms in the Day Center are organized, clean and presentable always, especially at the end of each day
- Signing in every client that walks into the Day Center door - PRIORITY
- Signing people up for showers and timing them accordingly
- Working with the volunteers that are located out at the showers to ensure clients make it in and out efficiently
- Distribute hygiene and supplies to clients as they sign in
- Wash and fold towels at the completion of showers
- Collect shower days hygiene and supplies at the end of each day
- Assist other service navigators with serving lunch as needed
- When not running showers, the role will switch to service navigator

Qualifications:

- Highschool diploma or equivalent
- Valid driver's license and insured vehicle
- Must be available and willing to work nights, weekends and holidays as required

- Orientation to detail, accuracy, and meeting of deadlines.
- Ability to work cooperatively under pressure with a broad range of people.
- Experience with MS Office, preferably having intermediate skills with other Microsoft Suite Programs.
- Absolute integrity, honesty, and ability to maintain confidentiality when required. Background check will be required for this position. Certain backgrounds will not be excluded.
- Ability to manage time effectively and to work independently.
- Ability to be polite, firm and decisive.
- Ability to understand and follow instructions on complex matters.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is constantly required to stand, sit, talk, hear, keyboard, and utilize fine manipulation and near visual acuity. The employee is occasionally required to walk, utilize gross manipulation, push, pull, reach, and stoop. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

This job is performed in an indoor environment and occasionally may require attendance at outdoor events. You may be required to drive to different locations with varying conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

My signature on this document indicates my understanding and acceptance of these job responsibilities. I further understand that my performance of these duties will be utilized as a basis for my annual performance review.

Employee Printed Name

Employee Signed Name

Date