

**Community Navigator
Grail Family Services
Job Description**



Title: Community Navigator, Co-Lead
Classification: Full Time, Non-Exempt
Reports to: Early Care and Education Manager
Salary Range: \$40,000 to \$48,000 per year, plus benefits

Position Overview

This is an opportunity for a skilled community leader to help shape the next phase of impact of (agency name) and the Sí Se Puede Collective, whose strategies and interventions continue to grow in complexity, scale, and reach. Beginning in the spring of 2021, the Si Se Puede Collective will recruit and convene 30-40 East San José residents, interested in advancing economic mobility through childcare provision or food entrepreneurship, to participate in our inaugural cohort focused on economic mobility. The activities of this pilot include bodies of work that seek impact at the individual, interpersonal, community, and organizational levels. A group of Community Navigators representing each of the five SSPC organizations will connect cohort members to all services from the five organizations, including basic need services, primarily delivered by Amigos de Guadalupe, and manage the process of their engagement in those programs. Cohort members will receive priority access to all programs and services in the SSPC.

Grail Family Services Overview

Grail Family Services (GFS) partners with families, schools and communities to promote children's success and well-being. We operate in a community where more than 50% of the children in local schools are not reading at grade level. At our preschool program, we strive to inspire a lifelong commitment to learning and to foster the intellectual, creative, social, emotional, and physical growth of all of our students. We believe that strong partnerships with parents are the key to success. We support children's learning and development through innovative programs and partnerships that promote active learning and family engagement such as our Family Math Program, implemented in partnership with Stanford University's DREME Network and our Building Blocks of Parenting™ (BBP) App implemented in partnership with Santa Clara County Office of Education Head Start Program and FIRST 5 Santa Clara County. For more information, please see our website at www.gfsfamilyservices.org.

Si Se Puede Collective Overview

The SSPC comprises five anchor organizations in the Mayfair neighborhood of East San José – Amigos de Guadalupe, Grail Family Services, the School of Arts and Culture at MHP, SOMOS Mayfair, and Veggjelution. The SSPC formalizes the shared commitment of these organizations to serve low-income families living in the Mayfair community. By coordinating the work of these organizations, the SSPC aims to produce a much greater positive impact in the community than any one organization can do alone. The vision of the SSPC is for a Mayfair community that is rooted and thriving, where resilient families have confidence in their gifts, choices and dreams. The mission of the SSPC is to leverage the collective's creativity, services and advocacy to create opportunities and access to basic needs,

education, literacy, and community engagement. The individual organizations of the SSPC are committed to the following impact strategies to achieve its vision and mission:

- Promote a shared vision and sense of belonging that honors the artistic and cultural identity of Mayfair and empowers the community
- Promote quality learning for all children with a focus on student success
- Ensure youth are culturally competent to navigate and experience the broader world
- Provide culturally competent, impactful and coordinated services and resource referrals to meet the needs of families
- Promote community-led advocacy and organizing efforts for policy and systems change, and
- Promote smart development without displacement in the Mayfair community

Position Description

The goal of the Community Navigator is to lead an asset-based approach to family stability by recognizing the roles, talents, and expertise of Mayfair community members. They will work to improve outcomes for families within the Mayfair community by linking identified needs with available resources, particularly those offered by the Si Se Puede Collective. The Community Navigator will help locate and access community resources, develop relationships that promote community inclusion, and support the individual and their family. Utilizing resources and guides provided by the SSPC and each of the five individual agencies, the Community Navigator helps families navigate complex systems and empowers them with the tools to problem solve independently. They promote the project in the community and perform outreach efforts with one-on-one phone calls and needs assessments, and frequently deliver resources directly to families. The Community Navigator will also provide periodic interpretation and translation services.

Successful Community Navigators have good standing within the community, trusting relationships, and a drive to help others. Successful community navigators adhere to the values and mission of Grail Family Services. They believe that Mayfair is a rooted and thriving community where resilient families have confidence in their gifts, choices, and dreams. Candidates must demonstrate skills in creative problem solving and in-depth knowledge of both the assets and challenges of the Mayfair community.

Job Responsibilities

Responsibilities include, but are not limited to:

1. Direct Services

- Connect with community members to conduct outreach and recruitment for the project and to inform the community about the project
- Welcome new cohort members and establish contact with existing cohort members and introduce the Si Se Puede Collective services and
- Complete intake/needs assessments of each new cohort member
- Conduct strengths and needs assessment of each cohort member
- Provide ongoing and holistic follow up for cohort members and their families
- Provide necessary referrals both within the Si Se Puede Collective and in the community
- Assist cohort members in connecting to education, training, employment, housing, social services, and legal information and services

- Assist individuals in identifying barriers to accessing resources and support them in overcoming these
- Assist with filling out forms and providing translation/interpretation when required
- Participate in onboarding training module that orients them to the SSPC and the five agencies that comprise it
- Become familiar with the content of the training modules
- Become familiar with the services provided by each of the agencies beyond the Mobility Labs project (change the name?) as well as services available to the community beyond the SSPC
- Perform a variety of clerical tasks including, but not limited to word processing, data entry, filing, copying, running reports, mailing and tracking information.
- Ensure complete and accurate data entry into appropriate databases (Salesforce, Excel, other) and generate program reports as needed

2. *Planning and Program Development*

- As Community Navigator, Co-Lead, responsibilities include coordinating with Veggielution's Community Navigator, Co-Lead to coordinate with other SSPC Community Navigators to ensure the effectiveness of the SSPC's no-wrong door approach.
- Participate in frequent trainings with other Community Navigators from the other SSPC agencies
- Identify gaps in service and propose solutions
- Plan and implement programs and educational sessions
- Support the development of standard forms and processes for all aspects of the SSPC's no-closed-door approach

3. *Advocacy and Organizing*

- Support advocacy efforts by SSPC partners to advocate for systems change and on behalf of community residents as necessary
- Participate in outreach to inform community members about the Si Se Puede Collective, connect to community members, and identify new community resources
- Participate in internal (agency) and external (SSPC and other) committees as required
- Maintain strong relationships with community leaders and organizations
- Attend trainings and seminars as relevant

Qualifications

- Demonstrated deep commitment to and belief in Grail Family Services and Si Se Puede Collective missions
- Organized, dependable and reliable
- Demonstrated leadership and interpersonal skills, teamwork orientation, and ability to motivate wide range of people with a sensitivity to issues of cultural diversity
- Excellent communication and problem-solving skills
- Proficient in Spanish and conversational in English
- Creative and compelling storyteller
- Demonstrated ability to manage projects in a dynamic, fast-paced environment

- Ability to interact with all levels within an organization both independently and as a part of a team with all levels of staff
- Office software proficiency, including Microsoft Office and Google Drive or willingness to learn

Other recommended qualifications

- Relevant experience with the East San Jose community or similar communities or having a background and experiences that help you understand the perspectives and lived experiences of our community

Compensation and Benefits

- Full time position must be willing to work some evenings and/or weekends
- Salary: \$40,000 to \$48,000 per year, depending on qualifications and experience.
- Full-time schedule (about 40-hours/week); with some evenings and/or weekend hours required.
- Medical, vision and dental insurance, valued at over \$6,000 per year, no employee shared cost.
- First year: 10 vacation days and 11 paid holidays with accrual based on 40 hrs. per week
- Generous sick leave policy: 8 hours per month with accrual based on 40 hrs. per week
- Eligible for 2 floating holidays per year after satisfying eligibility requirements
- 401(k) Retirement Plan, employer match contribution
- Flexible Spending Account (FSA)
- This position reports to the Early Care and Education Manager

To apply please send resume and cover letter to:

Nereyda Hurtado, Associate Director, nhurtado@gfsfamilyservices.org

No Phone calls please.

Grail Family Services is an Equal Opportunity Employer (EOE). Applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, gender identity and gender expression, disability or veteran status.

Learn about us at: www.gfsfamilyservices.org
www.sppcmayfair.org