



OUR CENTER

Paving the Road to Self Sufficiency

Job Title:	Resource Navigator	Reports To:	Assistant Program Director	
Job Location:	220 Collyer St Longmont, CO 80501	FLSA:	Non-exempt	40 hrs/week
		Rate of Pay:	\$16.50 per hour	

The OUR Center provides a welcoming, supportive and inclusive place for greater Longmont residents to seek an array of services to regain or begin their road to self-sufficiency. Programs are tailored to the culture, resources, and needs of the community they serve, and focus on building on the strengths of each family and individual. We provide confidentiality, respect, compassionate care, and honesty with all individuals and families. In mutual collaboration with our program participants, we connect with comprehensive, coordinated services that help strengthen individuals and families to become more self-reliant.

Position: Each participant meets with a Resource Navigator to explore their personal self-sufficiency matrix. Through individual and family development, assessment, referrals and resources to participants the Resource Navigator serves as an advocate for the well-being of all OUR Center participants.

- Provide accurate information, assessments, referrals and advocacy to all participants
- Collect participant information and demographics as defined by department standards to accurately assess eligibility of resources
- Responsible for providing needed information and resources to participants via phone, email and/or face to face conversations.
- Resolve escalated participant concerns and crises on an as need basis. Identify possible solutions to participant's complex case scenarios.
- Engage with agency partners to support the needs of participants and community members.
- Provide exceptional customer service to participants and identify and recommend improvements for quicker and more efficient delivery of services.
- Follow up with select participants on a weekly basis to capture outcomes and alternative options.
- Act as an organization liaison at community fairs, meetings, and presentations within and outside of normal business hours
- Attend required Family Resource Center (FRC) trainings

Knowledge Requirements:

- Demonstrated experience in establishing and maintaining effective working relationships with participants, staff and community leaders.
- Demonstrated experience completing assignments and projects on time.
- Demonstrated experience working in a fast-paced environment and shifting gears quickly to accommodate change.

- Ability to deal calmly, patiently and effectively with tense situations.
- Ability to express empathy when working and communicating with diverse participant populations
- Demonstrated experience handling participant's requests and addressing potential obstacles by being resourceful
- Ability to use extensive workplace technology including email, internet, databases and other software.
- Ability to pass a background check after the offer to hire has been made.

Required and preferred qualifications:

- High school diploma or equivalent
- Associate degree in relevant field (preferred)
- Two years of relevant experience in Health and Human services
- Bilingual in both English and Spanish
- Valid driver's license.

Working Environment: Office hours are Monday – Friday, 8am – 5pm. Evening and weekend attendance at meetings and/or events may be required.

Benefits: All full-time employees defined in the Outreach United Resource Center, Inc Employee Handbook are eligible for a comprehensive benefit package including:

- Health insurance
- Employer paid Dental/Vision Insurance/Life insurance
- Retirement savings plan with employer match
- Flexible Spending Account (FSA) & Dependent Care FSA
- Paid time off
- Paid holidays

To apply, submit a cover letter and resume to alanah@ourcenter.org

This job description does not constitute an employment agreement between the OUR Center and the employee and is subject to change as the needs and requirements of the job change. This is a non-exempt position under the Labor Law Standards Act.

Prepared By:	Alanah Smith	Date:	8/5/2019
Last Updated By:		Date:	