Hope Communities, Inc.
Position Description
Program and Resource Navigator

Scope and Nature of the Position

Hope Communities is a nonprofit organization providing safe, quality housing, programs and services for low to moderate income families in the Denver Metro Region. Core to the mission of the organization is the commitment to empower economic opportunity and wellbeing for individuals and families through affordable housing, education, workforce training and support services. We, as an organization, are community leaders, advocates and conveners – tirelessly working to further the success of residents and our broader strategic goals.

We endeavor to provide exceptional service to all our residents and to include members of the broader community, as time and space allows. We currently engage 1,000 people per year with programs, services and housing. The strategic plan calls for us to expand programs and the number of affordable units in our inventory to create greater impact in the community. As a result, the Program Department team is critical to the success of Hope Communities, Inc. The team includes the Director of Programs and Community Engagement, the Resident Services Coordinators, the Program and Resource Navigator (Hidden Brook) and Program Specialists (The Gardens). All program staff will help establish and maintain a level of pride in the performance and appearance of the communities where we serve those most important to our mission and our work, our residents.

The Program and Resource Navigator is primarily responsible for navigation and case management services for refugee clients at the Hidden Brook property. Overall focus for children will be on health, school readiness and academic success, social-emotional well-being and physical, cognitive and social development AND the overall focus for adults will be on cultural competency, career and vocational skills, resources for economic mobility, mental, physical and behavioral health, and community engagement. The Navigator will work closely with the Resident Services Coordinator to complete needs assessments, help clients to access vital resources in the community, facilitate programs to support community integration and build cross-cultural connections.

This is a Full-time Exempt position.

Essential Duties and Responsibilities

Daily Duties
• Welcomes new residents and establishes contact with existing residents and explain to them the resident services program, its offerings, and the Hope Communities role in providing information and support in assisting residents interested in accessing local service resources.
• Completes a needs assessments on all new resident families in an effort to develop customized program platforms for their assigned Hope Communities’ property. Navigator will work with the Program team to complete interviews and gather information on all current families and individuals throughout the year.
• Identifies and implements (or secures another provider to offer) regular, ongoing programs for children and adults that meet goals of the organization.
• Manages relationships with partner organizations and develops systems to ensure coordination and communication between Hope Communities and partners’ staff.
• Collects and analyzes outcome information in the Programs Department. Works with the Resident Services Coordinator and community partners to shape programs to address identified needs.
• Works with Hope Communities’ Development Department by providing pertinent information for inclusion in funding proposals and reports.

**Programs, Services and Hope:**
• Work closely with other program staff on site to ensure a needs assessment is completed within 36 hours of move in.
• In addition to program activity, maintain case management/navigation engagement with a minimum of 12 residents per week. Maintain records to assess progress.
• Promote resident involvement and responsibility for the overall operation of the facility, through participation in the quarterly events and interaction with residents and staff to foster a community environment.
• Work with Hope staff and volunteers to facilitate programs and services beneficial to residents (children and adults).

**Other:**
• Participates in all staff meetings as required.
• Attends trainings and seminars as relevant.
• Support and engage in activities to further the mission, vision and strategic plan of the organization.
• Demonstrate the core values of the organization in all you do.
• Performs other related duties as assigned.

**Working Relationships**
• Reports directly to the Director of Programs and Community Engagement.
• Works very closely with the Resident Services Coordinator at Hidden Brook.
• Works cooperatively and collaboratively with the Community Managers, Leasing Assistant and the Community Relations and Development Coordinator.

**Work Environment**
• Operates in a fast-paced office with many interruptions.
• While this job operates primarily in a professional office environment, there is occasional travel to a variety of work locations.
• Must be able to think on their feet while dealing with multiple issues.
• Must create and support a team atmosphere with good communication and consideration for all parties.

**Qualifications, Skills and Experience**
• Bachelor’s Degree in Social or Human Services and/or at least three years progressively responsible experience in adult or youth program development. MSW preferred.
• Knowledge of refugee resettlement issues and relevant programs strongly preferred.
• Extensive knowledge of social service system and providers with whom collaborations may be sought.
• Ability to track and monitor the effectiveness of programs using a database.
• Ability to have a flexible work schedule, including some evenings and Saturdays.
• A valid driver’s license and access to a car as local transportation is also required.
• Willingness to serve as an advocate for those we serve.
• Excellent communication skills both written and verbal.
• Excellent interpersonal and collaboration skills.
• Excellent organizational and problem-solving skills.
• Computer literacy.
• Self-directed.
• Committed to Hope Communities’ mission and goals.
• Demonstrated ability to work successfully in multi-cultural settings with diverse populations – including familiarity with services available to minority communities.

HOPE COMMUNITIES IS AN EQUAL OPPORTUNITY EMPLOYER