

# women&familylife CENTER

SUPPORT • EMPOWER • GROW

## Referral Navigator (Case Manager) Job Description

Women & Family Life Center (W&FLC) empowers women and families to face challenges and transitions in their lives with strength and confidence. Our Center offers women and families access to a strong network of support, education and community to make life transitions a time of positive change during a time of isolation, fear, and financial distress.

The Referral Navigator facilitates Women & Family Life Center's (W&FLC) Guided Assistance Program (GAP). The Navigator works directly with clients to connect them with community resources spanning multiple domains. The Navigator must be able to assist individuals and families with diverse needs and maintain a calm, hopeful, and non-judgmental demeanor in crisis situations. This is a non-clinical position and requires experience in the field of social work or human services, with a working knowledge of a strengths-based approach to assisting clients with navigating diverse local resources. The Referral Navigator reports to the Program Manager. This is a full-time salaried position with paid time off and retirement benefit.

### **Essential Responsibilities**

1. Conduct client intakes via phone, video and in-person to assess needs, which may span multiple domains (crisis services, basic needs, mental health, financial and legal services)
2. Provide individualized referrals to W&FLC programs as well as to regional and statewide resources.
3. Advocate for participants, including assisting clients with making phone calls or filling out applications; contacting providers to clarify services; discussing case with other providers (per signed Release form).
4. Provide crisis intervention as needed and provide crisis training to other W&FLC staff & program facilitators.
5. Work as a team member with all other staff to fulfill the Center's mission.
6. Communicate and coordinate with other staff.
7. Answer inquiries and assist potential participants for all programs.
8. Strategize with other staff to ensure that all programs—including GAP—are working together to best assist participants.
9. Stay abreast of community needs and complete continuing education and trainings regularly.
10. Maintain complete and accurate reporting of services provided and update referral resources in the database.

**Qualifications:**

1. BSW required, MSW or LCSW preferred. Minimum of 2 years of clinical or nonclinical case management experience or equivalent combination of education and related experience.
2. Experience in social work, human services or a related field.
3. Strong communication skills and ability to build compassionate, nonjudgmental connections with participants.
4. Strong organizational skills and experience working in an office environment.
5. Fluent in Spanish preferred.
6. Experience or training with crisis-intervention, domestic violence, and/or housing concerns preferred.
7. Computer proficiency required in Microsoft Office Applications (Word, Excel & Publisher) and demonstrated high comfort level working in/learning a new client-relations management (CRM) database.
8. Proactive, with an aptitude for solving problems with creativity and resourcefulness; ability to stay calm under pressure of deadlines.
9. Passion for working on behalf of women and families in need.

**Working Conditions**

1. Primary work takes place in an office environment, though some activities take place in non-standard workplaces.
2. Regular evenings and weekends are required to participate in meetings and attend events.
3. Flexible work schedule is offered to accommodate evening and weekend schedule responsibilities.

**Please send a cover letter and resume to the attention of Zozan Antar, Program Manager, to [applications@womenandfamilylife.org](mailto:applications@womenandfamilylife.org).**