

COMMUNITY NAVIGATOR

PURPOSE:

The Community Navigator educates families and individuals receiving services through the Westside Regional Center about community and government resources available to them based on their current needs. The Community Navigator will assist with application support for school district, IHSS, Social Security, insurance services and other systems of care as needed. Community Navigators empower families and individuals as they learn to navigate the systems of care that support them. Community Navigators use their experience and knowledge to assist with planning, problem solving, education and empowerment.

NATURE OF WORK:

- Provide in-person, telephone or video conference support to individuals and families receiving services from the Westside Regional Center needing to access local, state and federal generic resources.
- Assist families and individuals to assess barriers to accessing relevant service referrals and needs.
- Assist with filling out applications.
- Plan, organize and prioritize responsibilities to ensure timely information to the family or self-advocate, enter all resources and information provided in the WFREC database.
- Provide resources and referrals, follow-up contacts, and collaborate with community partners.
- Demonstrate sensitivity to working with culturally, economically and/or socially diverse populations.
- Attend scheduled staff meetings, community engagement meetings, and staff development trainings as assigned.
- Other duties as assigned.

This key role will also have demonstrated competency in the following areas:

- Bilingual is preferred
- Diplomacy in resolving conflicts and integrating differing perspectives.
- Ability to represent core agency/program values and principles, (i.e., Person Centered Thinking, Family Centered Care, etc.) in a variety of settings.
- Demonstrate effective critical reasoning and problem-solving skills.
- Willingness to work flexible schedules as deemed necessary including out-of-area travel, weekends and evenings.
- Ability to use designated data system for data entry required.
- Familiarity with Zoom and other virtual programs.
- Ability to work in a team environment, while also working independently.
- Demonstrated capacity to handle multiple tasks, projects and meet deadlines.
- Good verbal and written communication skills.
- Good public relations, conflict management and meeting facilitation skills.

- Must maintain confidentiality with sensitive information.
- Proficiency in data entry, Microsoft Office 365 Suite especially Word, PowerPoint, and Excel. The ability to learn new programs as necessary.
- Knowledge of state, federal and community generic resources.
- Other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires minimum AA degree or higher and 3 years of practical experience in underserved communities, preferably developmental disabilities, mental health, or social services.
- Lived experience as a parent or caregiver of an individual with a developmental disability will be considered in lieu of a degree.

This position will primarily be based in the office; however, remote work may also be available. This a full time, non-exempt role and hours may varies based on the needs of the Westside Regional Center.

Per California state mandate, the COVID-19 vaccination is required for all regional center employees. Proof of vaccination AND booster is required by at the time of hire; also, this position may be subject to weekly testing and other health and safety requirements.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to jobs-WRC@westsiderc.org by the closing date.