UpValley Family Centers
Job Description: Resource Navigator
(temporary position)

Employment Type: 1.0 FTE non-exempt, temporary (3-6 months)
Starting Salary: $22.50 or depending on experience
Benefits: Paid sick leave, vacation, holidays
Location: Calistoga and St. Helena offices and some remote work

About UpValley Family Centers (UVFC): Our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. We reach all ages with a variety of programs and serve as essential resource hub for residents living in the upper valley of Napa County. We maintain partnerships with over 40 early childhood programs, school districts, nonprofits, city and county agencies. Learn more at: [www.upvalleyfamilycenters.org](http://www.upvalleyfamilycenters.org).

The Resource Navigator provides case work and family wellness services to upvalley residents. He/she works collaboratively with UpValley Family Centers staff and partner organizations to support people during times of crisis and help people to reduce and manage stress. Additionally, he/she connects local residents affected by the 2020 wildfires to relief and recovery resources. A combination of working in our offices and remotely from home is expected. This position is supervised by the Family & Senior Services Program Director.

Responsibilities

- Provide direct case management services to 2020 Wild Fire survivors. Support client recovery goals around housing, transportation, utilities and food. Activities will include: client intake and assessment, application assistance for wildfire relief funds, enrollment in appropriate programs, and guided referrals.
- Assist clients with wildfire relief applications, including monthly income and expense budget.
- Guide clients in accessing community resources and support networks, including information and application assistance with public benefits (i.e. Medi-Cal, CalFresh) and internal referrals to various UVFC programs as needed (education, community engagement, economic success).
- Provide technical support to clients seeking resources who may be challenged by low-literacy or limited in the use of technology.
- Provide translation support to those with limited English proficiency.
- Refer clients to appropriate mental health services and legal services.
- Work with partner agencies to address client needs.
• Collect required client documentation, and ensure private and confidential information is secure.
• Maintain detailed records of all communications/contacts with families requesting assistance. Regularly maintain/update the client database. Attend database orientation and trainings as needed.
• Work with property management companies to maintain a list of vacancies in Napa County that UVFC staff can use for client referrals. Keep updated on housing resources available locally. Assist clients with completion of housing applications.
• Develop and participate in outreach strategies to bring the services of UVFC to more families.
• Collaborate on special projects as needed.
• Assist with data and narrative reports about the services provided.
• Attend staff meetings, trainings, and other functions as requested.
• Perform other duties as assigned.

EDUCATION and/or EXPERIENCE:
An appropriate combination of education and experience to perform the essential duties is required. The ideal candidate will have:
• BA/BS Degree in social work, sociology, human services or related field is preferred
• excellent written, verbal and listening skills in English and Spanish are required
• excellent customer service skills and service-oriented; experience with and sensitivity to individuals and families in crisis
• understanding of client confidentiality and professional boundaries
• ability to work with diverse ages and backgrounds
• knowledge of safety net resources available to individuals and families; interest in learning about new resources and sharing information with others
• ability to work well with staff at all levels of the organization
• knowledge of word processing, spreadsheet, database management software and internet navigation
• knowledge of Napa County
• knowledge of Efforts To Outcomes (ETO) database system preferred
• experience in housing resource navigation is preferred

To apply: Email cover letter and resume to gcachu@upvalleyfamilycenters.org. Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.