

Job Title	Community Navigator
PVN ID	HC-2104-003997
Category	Instruction and Social Service
Location	HUNTER COLLEGE
Department	Social Work
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Feb 01, 2022 (Or Until Filled)

General Description

As part of its Criminal Justice Investment Initiative, the Manhattan District Attorney's Office (DANY) is making investments to ensure that people receive services to support positive outcomes and prevent any future contact with law enforcement. The Community Navigator Program at the Hunter College Silberman School of Social Work, located in East Harlem has developed a network of trained Community Navigators using peer models to help individuals locate, connect, engage, and stay involved with the services they need to meet and achieve their goals. Unlike many peer programs, Navigators bring great diversity in lived experiences and do not rely on one shared lived experience. Their lived experiences span systems, offering insight and expertise in multiple New York City services areas. Navigators are mobile and serve as the bridge to guide individuals across different systems, city agencies, and organizations.

The Hunter College Silberman School of Social Work seeks one (1) full-time Community Navigator who will be responsible for the outreach to and engagement of clients for effective and coordinated service delivery in Upper Manhattan (East/West Harlem and Washington Heights area). Applicants are encouraged to include a cover letter summarizing how their personal and professional experience is a fit for the position. *Contracted until March 2022 with possibility of extension.*

The Community Navigators initiative will serve participants including but not limited to:

- Youth and young adults, ages 14 to 21 years old, especially those who are at risk of involvement with the justice system
- Young adults, ages 16 to 24, already involved in the justice system
- Victims of crime, including those from high-risk/high-need groups that are often underserved, such as immigrants, LGBTQ individuals, people with disabilities, people who are hard of hearing or Deaf, as well as victims of domestic violence, human trafficking (labor and sex), sexual assault, and hate crimes
- Individuals returning to neighborhoods from jail/prison (including adults and young adults)
- Individuals who have had frequent involvement with the justice system

Other Duties

Reporting to the Social Work Navigator, Community Navigators will be responsible for the following:

- Participate in outreach to inform community members about the Community Navigator program, connect to community members, recruit new clients, and identify new community resources
- Maintain strong relationships with community leaders and providers
- Conduct intakes and provide ongoing follow up and case support to clients
- Conduct strengths and needs assessments with clients of the Navigator program
- Assist clients in connecting to education, training, employment, housing, social services, mental health and substance use services, government benefits, and legal information and services
- Provide coaching to clients on problem solving, goal setting, and service referrals
- Assist clients in better understanding any health, criminal justice, or domestic violence issues and its impact on self and community
- Advocate on behalf of clients as necessary
- Conduct home visits and accompany clients to appointments (e.g., social service appointments, legal appointments, medical appointments) throughout New York City
- Conduct informal workshops and presentations on various topics of interest to the community
- Represent the Community Navigator program at community meetings and events

Administrative responsibilities:

- Maintain documentation and records as required by program guidelines
- Meet at least weekly with Social Work Navigator, check in daily
- Observe confidentiality, privacy, and dignity of each client
- Consult with clients, social workers, case managers, and other Community Navigators when clinical or other program concerns arise
- Participate in internal and external meetings as needed

Qualifications

Experience and Qualifications

- The ideal candidate would self-identify as having lived experience within one of the Navigator's target populations, have ties to the Upper Manhattan community, and have an interest in public service
- At least three or more years of experience working in a community. Relevant experience can be paid or unpaid, including internships, volunteer positions, peer advocate training programs, community leadership positions, and/or participation in community groups such as tenants' associations
- Undergraduate degree or High School Diploma (GED)
- Knowledge of city agency- and community-based resources and service providers
- Ability to successfully complete any training required for the position
- Ability to complete required documentation including service notes and incident reports, using technology provided by program
- Willingness to work non-traditional hours, including evenings and weekends

Preferences

- Knowledge of and familiarity with Upper Manhattan and city-wide, agency, and community resources
- Bi-lingual and able to conduct client sessions in English plus another language. Spanish, French, and Chinese speaking individuals are encouraged to apply
- Strong communication and listening skills
- Ability to establish and maintain relationships with community members, service providers, law enforcement and partnering agencies

Work Environment

- Local travel is required
- Work schedule includes some evenings and weekends
- Work is performed in various settings (community, partnering agencies, etc.)

Salary Range: 35,000 – 42,000

Commensurate with experience and education.

All Community Navigators Program staff will be employees of the Research Foundation of City University of New York.