



Job Title: Community Navigator

Location: Remote and in-person in Northeast Michigan

Department: Programs

Reports To: Will Wright-Johansson, Program Director

Position Type: Full-time

FLSA Status: Hourly, Non-Exempt

Hourly Rate: \$18 per hour starting (+\$1/hour if Spanish-speaking)

About Our Company:

The number 211 is widely recognized in the United States and Canada as a dialing code for accessing essential community services and support. When dialed, it connects callers with a community resource specialist who offers information and referrals to local assistance programs. This vital service provides easy and immediate access to necessary resources, aiding individuals and families in need throughout their communities. It is typically free, confidential, and available 24/7. Specifically, 211 Northeast Michigan offers database support, call coverage, outreach, and community support for 23 predominantly rural counties in Northeast Michigan.

Our organization fosters a dynamic and supportive work environment! Emphasizing flexibility and accountability while encouraging vulnerability and creativity, we create a culture where employees can thrive. We value self-awareness, community relationships, caller experiences, and reliability, setting a solid foundation for our team to deliver exceptional results and maintain high service standards.

Job Overview:

The **Community Navigator** will be essential in bridging the gap between community members and local resources. This position combines virtual and in-person interactions to support individuals in navigating local programs, accessing resources, and providing outreach and education. Extensive travel within the community is required. Additionally, this role involves assisting clients with navigating MiBridges and supporting the call team with inbound calls as needed. Additional responsibilities may be added at supervisor's discretion.



Responsibilities:

Community Engagement:

- Conduct virtual and in-person outreach to engage community members and build trusting relationships.
- Provide culturally competent education and resources to individuals and groups on various health topics.
- Act as a liaison between community members and healthcare providers.

Outreach and Education:

- Attend meetings and events in their local area to promote 211 and other programs run within the organization.
- Research additional resources available to callers and clients and collaborate with the database team to update and maintain that information.
- Create and deliver presentations to educate community partners on 211 services and navigation work.
- Help callers and clients understand and assist in navigating MiBridges.

Care Coordination:

- Document client interactions and maintain accurate records using iCarol system and client tracking software.
- Advocate for clients' needs with community organizations and within the community.

Data Collection and Reporting:

- Collect data on community needs and program outcomes.
- Use data to inform and improve program strategies and interventions.

Information and Referral:

- Receive and respond to incoming inquiries via phone, text, chat and email when not handling outreach event duties.
- Complete demographic surveys when necessary to gather data or find additional resources
- Directly contact agencies **with permission from** and on behalf of the inquirer when requested.
- Assign customer service surveys, "Follow Ups," when necessary for quality purposes or in cases of at-risk or vulnerable callers.
- Complete continuing education and additional training as requested or required.
- Protect and respect consumer and client confidentiality by discussing all concerns only with designated agency employees and within the physical confines of our offices, unless otherwise approved by the inquirer, agency, or defined by State and Federal laws.

Requirements:



- A high school diploma or equivalent is required; an associate's or bachelor's degree in public health, social work, or a related field is preferred.
- Experience working in community health, social services, or a related field.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Proficiency in using digital tools and technology for virtual engagement.
- Ability to travel locally for in-person community events

Preferred Qualifications:

- Certified as a Community Health Worker (CHW) or be willing to obtain certification.
- Certified in Mental Health First Aid or be willing to obtain certification.
- Bilingual skills preferred (specific language based on community needs).

Key Competencies:

Communication Skills:

- Verbal and Written Communication: Ability to clearly and effectively communicate with clients, healthcare providers, and team members virtually and in person.
- Active Listening: Listen attentively to clients' needs and concerns, providing empathetic and supportive responses.

Interpersonal Skills:

- Empathy and Compassion: Demonstrate genuine care and concern for clients' well-being.
- Relationship Building: Develop and maintain trusting relationships with clients and community members.

Cultural Competency:

- Cultural Awareness: Understand and respect cultural differences and provide culturally sensitive care.
- Language Skills: Ability to communicate effectively in multiple languages (preferred).

Health Knowledge:

- Health Education: Knowledge of health promotion, disease prevention, and healthy lifestyle practices.
- Healthcare Systems: Understanding of how to navigate healthcare systems and access community resources.

Technical Proficiency:

- Digital Literacy: Proficiency in using digital tools, electronic health records, and virtual communication platforms.
- Data Management: Ability to collect, manage, and report data accurately.

Organizational Skills:

- Time Management: Efficiently manage time to balance virtual and in-person engagements.



- Documentation: Maintain accurate and up-to-date records of client interactions and services provided.

Problem-Solving Skills:

- Resourcefulness: Ability to identify and utilize community resources effectively.
- Critical Thinking: Analyze situations and develop appropriate solutions to meet clients' needs.

Flexibility and Adaptability:

- Adaptability: Ability to adjust to changing circumstances and client needs.
- Flexibility: Willingness to work flexible hours, including evenings and weekends, as needed.

Collaboration:

- Teamwork: Work effectively as part of a multidisciplinary team.
- Networking: Build and maintain professional relationships with healthcare providers and community organizations.

Advocacy:

- Client Advocacy: Advocate for clients' needs and rights.
- Community Advocacy: Promote health equity and address social determinants of health in the community.

Confidentiality:

- Privacy: Maintain confidentiality and protect clients' personal information by legal and ethical standards.

Self-Awareness:

- Reflective Practice: Continuously reflect on and improve personal practice and interactions.
- Professional Development: Engage in ongoing learning and professional growth

Benefits:

- Comprehensive medical, dental, and vision insurance
- Retirement savings plan
- Professional development and training opportunities
- Flexible working conditions
- Employee assistance programs