Job Description

WorkLife Navigator- Bilingual

Posted November 5, 2015

Level: Full time, Permanent, Benefits available

Purpose: Navigators provide holistic direct services to our network of employed individuals and family members. Participate in outreach, networking, and be an advocate on behalf of WorkLife to community resources. Assist in employer recruitment and maintain employer participation.

Pay: Starting at $40,000.00

WorkLife Partnership is a not-for-profit organization dedicated to creating socially sustainable communities and thriving workplaces in Colorado. Through partnerships with employers, WorkLife Partnership provides direct services and training to employees to help them overcome the barriers that keep them from getting to work, staying at work, and being productive at work. Our values include collaboration, access, prosperity and being impactful. We are innovative and looked to as the experts on breaking down barriers for the working poor and middle class families.

EDUCATION AND/OR EXPERIENCE

- Degree preferred in a Human Behavioral related field or Public Administration field. Equivalent work experience will be considered
- Case Management experience preferred
  - To include knowledge in motivational interviewing and strengths-based case management
- Knowledge and experience on government assistance programs and regulations preferred
- Valid Driver’s License required; reliable transportation to accommodate client meetings

SPECIAL SKILLS AND KNOWLEDGE

- Bilingual- Spanish
- Entrepreneurial spirit
- Fundamental ability to understand, accept, and work with diverse people who experience barriers while at work
- Knowledge about Denver-metro community programs, ability to network or have an established network with community non-profit and government assistance programs; knowledge of non-profit operations; understanding of civic reach
- Experience working with private industry, businesses, employers directly
This position will require adaptability and flexibility to changing needs, services, and ideas. The individual will need to be motivated, self-directed, and conscientious of various roles and responsibilities.

Comfortable with public speaking; a professional representative of WorkLife to employers, government, and community partners.

Proficiency in MS Office applications, particularly Word, Outlook, Excel, PowerPoint, and the Internet.

Proficient in new technology to help make tasks easier.

Effective with databases for case management data entry.

Ability to analyze client data for the purpose of assisting the Navigator team in database and data management.

Must have a flexible schedule—nights and weekends occasionally required.

Good driving record.

DUTIES AND RESPONSIBILITIES
Navigators primarily help to retain individuals in their workplace. Thus, most clients are already working. WorkLife is not a job placement agency. This position will report to the Program Director, work with the Navigator team, and as a team, and will handle the following duties including, but not limited to:

- Participate in and uphold the values and processes devoted to continuous quality improvement in all WorkLife operations.
- Provide direct counseling and intensive direct support to employees via in-depth assessment(s) to help determine barriers to employment.
- Organize multiple schedules to meet deadlines.
- Record, update, and maintain client service files and database records as close to real-time as possible.
- Development, identification, and referral of resources and/or training opportunities to assist in removing employee’s barriers to employment.
  - This may include in-depth research and crisis management intervention.
  - Ability to act quickly, intelligently, and confidentially for client crises-management issues.
- Engage with public partners and facilitate direct support service payments (e.g. Human Services, vehicle repair shops, child care agencies, landlords/housing, etc.).
- Outreach and marketing of WorkLife program to community nonprofits and agencies to create long-term agency partnerships.
- Provide training as necessary and as determined by needs of partner employers.
- Daily database entry and continuous maintenance of client files (both electronic & hard files).
  - Provide correct data entry to record performance measures, key metrics, and other priorities as reasonably deemed important to Employer partners and/or grant requirements.
- In-depth understanding of Employer Human Resources (HR) department. To include but not limited to: benefits, programs, culture, and organizational management.
• Continuous promotion and outreach of WorkLife program according to each employer partner
• Local travel is necessary for employer site visits and client meetings (in Metro Denver)
• Maintain complete confidentiality
• Anticipate and coordinate projects/assignments

Adhere to funder guidelines, if applicable
• Maintain consistent communication with member employers as needed for data gathering and reporting, among other areas
• Employer-outreach for the purpose of membership recruitment
  ○ May involve attending meetings, providing marketing material and speaking on it, attending networking functions, supporting partnerships/collaborations, conducting presentations and outreach talks
• Any other duties as described by supervisor.

BENEFITS
Health, dental, vision, life, 401K

CONTACT
Please send resume and cover letter to Mary Russell, Program Director at mrussell@worklifecolorado.org by Wednesday, November 25, 2015.

In your Cover Letter, please include the following points in no particular order (keep to 1 page):
1) Why you are a good fit for our WorkLife Model
2) Your experience using Motivational Interviewing and Strengths-based case management
3) Your experience in working within private industry (businesses, employers, aside from nonprofit work)
4) Your experience in evaluating data (if any)

Ability to construct your cover letter with points 1-4 will help you stand out as a great candidate!