



EMERGENCY FAMILY ASSISTANCE ASSOCIATION JOB DESCRIPTION

Job Title: Basic Needs Resource Navigator

Hours of Work: 40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm. We are currently operating on a hybrid schedule with the opportunity to work a combination of onsite (3 days) and remote (2 days) schedule after the initial onboarding period requiring 5 days in office. Regular and timely attendance is an essential function of this job.

Work Location: 1575 Yarmouth, Boulder, CO 80304

Reports to: Basic Needs Supervisor

Position Summary

The Basic Needs Resource Navigator is responsible for providing day-to-day casework services with families and individuals that are having difficulty in meeting basic needs, primarily around food and housing. This position requires individual and team-based decision making, assistance with an array of administrative duties, while also participating in the training and support of volunteers. All EFAA staff are required to contribute to the development of the organization.

About EFAA

EFAA's mission is to provide stabilizing services, innovative programs, and transformative advocacy to strengthen families and create a thriving community. For over 100 years, EFAA has provided a local safety net to vulnerable households and has increasingly developed deeper programming to more systemically reduce poverty, prevent homelessness, build family resilience, and create a more equitable community.

Essential Functions

- Conduct professional, participant-centered interviews using motivational interviewing and strengths-based practices to assess needs and determine appropriate services.
- Provide individualized resource navigation services based on each participant's circumstances, needs, and goals.
- Provide bilingual (Spanish/English), bicultural casework services to participants.
- Build and maintain a strong working knowledge of EFAA programs, eligibility pathways, services, and community resources to effectively connect participants with appropriate support.

- Provide support through the walk in service Resourcing Hours, including assisting participants who are unsure where to begin, have questions about EFAA services, need help preparing for an upcoming appointment, or are seeking resources and referrals.
- Assess participant eligibility for available direct financial assistance in accordance with EFAA policies, funding requirements, and program guidelines.
- Gather and review required documentation and process direct financial assistance requests accurately and in a timely manner.
- Document participant interactions, services provided, referrals, financial assistance, follow-up, and outcomes accurately and in a timely manner in Community Connect database and other applicable systems and surveys.
- Identify barriers to accessing services, recurring participant needs, and gaps in available resources, and communicate these observations to the supervisor and program team.
- Consult with the supervisor and program team regarding participant needs, complex cases, documentation, and other case-related issues.
- Provide warm handoffs and referrals to EFAA programs and community partners based on participant needs.
- Attend regular meetings as a member of the Program Team
- Provide support to other paid and volunteer staff working in the Boulder community
- Take proper safety precautions, anticipate unsafe circumstances and act accordingly to prevent accidents
- Adhere to and practice EFAA Safety rules. Responsible for ensuring volunteers and supervised staff adhere to EFAA Safety rules at all times.
- Identify and participate in professional development activities and complete a professional development plan in the annual performance review
- Participate in hiring of new staff members as needed
- Provide feedback and suggestions related to procedures, policies, and service delivery to improve the participant experience and effectiveness of the Basic Needs program.
- Help support occasional evening and weekend events

The duties and responsibilities described are not a comprehensive list and that additional tasks may be assigned as necessitated by organizational demands.

Skills/Competencies

- Minimum one year case management experience and / or undergraduate degree in Sociology, Social Work, Criminal Justice, Family Studies, or related field of study.
- Written and verbal proficiency in both English and Spanish
- Experience working with low-income and ethnically diverse households
- Experience working with Microsoft Office and Microsoft Teams, as well as the ability to use additional software programs
- Ability to maintain a high degree of confidentiality
- Excellent interpersonal, oral, and written communication skills.
- Ability to establish priorities in an environment of competing demands.
- Ability to communicate and work easily with a wide variety of people
- Attention to detail and an ability to manage multiple projects is a must.
- Prior experience in strength-based case management and motivational interviewing desired.
- Commitment to EFAA's mission, vision and values.

Working Environment, Physical Activities and Equipment Used:

- Typical office environment. Regularly uses computers for data input and other work.

Compensation

This is a full-time position (100% FTE) or 40 hours per week. The salary range for this position is \$58,000 - \$60,000. Competitive pay commensurate with education and experience.

Why You Should Apply

EFAA's culture is employee-focused, providing access to a generous benefits package including:

- Competitive paid time off and holidays
- Choice of employer-paid health insurance plans, including family coverage options
- Employer paid Simple IRA contributions
- RTD Ecopass
- Language bonus for bilingual English / Spanish employees
- Family friendly policies and practices
- A commitment to professional development and training

How to Apply

Please email your cover letter and resume to resumes@efaa.org with the subject line "Basic Needs Resource Navigator". Applications will be reviewed on a rolling basis.

Non-Discrimination Policy

Our people are the foundation of who we are as an organization. Attracting, hiring, and retaining diverse talent enables us to be more innovative and better serve our employees, volunteers, participants, and the community. EFAA is dedicated to the principles of equal employment opportunity (EEO). We are committed to recruiting, hiring, training, and promoting qualified people of all backgrounds, regardless of age, race, sex, color, religion, creed, national origin or ancestry, disability, military status, familial status, sexual orientation, gender identity or expression, genetic information or characteristics, parenthood, custody of a minor child, pregnancy, marital status or any protected class under applicable Federal, State or local laws that is not listed above.