EMERGENCY FAMILY ASSISTANCE ASSOCIATION
JOB DESCRIPTION

Job Title: Pathways Resource Navigator

Hours of Work: 40 hours per week Monday-Friday. Work hours are 8:30 am - 5:00 pm with occasional evening hours with some flexibility as determined by the supervisor and employee. 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 fully onsite. Regular and timely attendance is an essential function of this job.

Work Location: Garfield 1606 Garfield Ave, Louisville

Reports to: Pathways Supervisor

Position Summary

The Pathways Resource Navigator assists families in EFAA's Pathways Program to increase resiliency by providing trauma-informed, strengths-based case management based on the Family Resource Center's Family Pathways Framework and Standards of Quality for Family Strengthening and Support. EFAA's Pathways Navigator will work closely with families exiting homelessness to secure stable housing and increase family resilience. Additional responsibilities include supporting minor onsite property management duties including mail delivery, reporting maintenance needs, light cleaning, site/grounds checks (as needed).

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

- Partner with families to develop and implement individualized housing plans grounded in their strengths, goals, and preferences.
- Coordinate move-in logistics, including inspections, deposits, and basic needs.
- Support families in maintaining housing through proactive problem-solving and ongoing engagement and securing safe and affordable housing.
- Support families in overcoming barriers such as income instability, credit challenges, or rental history to secure safe and affordable housing.

- Promote self-advocacy and long-term housing stability.
- Provide trauma-informed, strengths-based in-home case management to Pathways residents designed to assist them in their efforts to acquire stable housing and increase resiliency.
- Deliver strengths-based programming consistent with program guidelines, processes, and procedures.
- Coordinate case planning with EFAA Economic Empowerment staff and partner agencies to provide supportive services.
- Participate in interview panels with prospective participants, provide recommendations for acceptance consistent with program eligibility requirements.
- Maintain positive working relationships with community partners and other agencies working with housing residents with the goal of connecting residents to additional services.
- Maintain accurate and timely documentation in data systems (e.g. Community Connect database), in compliance with EFAA data entry standard operating procedures, and rigorous confidentiality requirements.
- Attend Program Team meetings, monthly all-staff meeting in Boulder, and bi-weekly Housing Team meetings.
- In coordination with Pathways Leadership, organize community events for residents to foster community within housing sites.
- Represent EFAA at community groups and public forums.
- Assist in the development and evaluation of programs and services.
- Commit to a professional development plan and attend all required training.
- Develop goals, identify action and resources to meet goals and support families and administer assessments.

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

Skills/Competencies

- Years of experience and education:
    - Post-secondary degree in relevant field of study preferred (e.g. social work, counseling, human services); or three years of relevant experience may be substituted.
- Two years of case management experience with underserved or vulnerable populations or related graduate/undergraduate degree with relevant experience.
- Spanish language proficiency (written and verbal)
- 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
- Ability to work from a strengths-based, trauma-informed, and culturally responsive framework.
- Strong interpersonal and organizational problem-solving skills.
- Excellent communication skills.
- Ability to establish priorities in an environment of competing demands.
- Attention to detail and the ability to manage multiple projects at a time.
- Ability to communicate and work effectively with a wide variety of people
- Requires a valid Colorado Driver's License and reliable, private transportation.
- Commitment to EFAA's mission, vision and values
- Ability to work independently at a housing site and be self-driven.

Preferred Qualifications

- Experience working with families experiencing homelessness.
- Knowledge of Boulder County community resources.

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 $60,000 - $63,000. 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 "Pathways 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.