

Solano Family & Children's Services

Job Description/Announcement

Family Navigator, Help Me Grow Resource & Referral Program Specialist I

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| Position Title: | Family Navigator, Help Me Grow R&R I | Type of Position: | Full-Time |
| Department: | Resource & Referral Program | Management: | NO |
| Reports to: | Resource & Referral Program Manager | Open Until: | Filled |
| Salary: | \$18.14/\$19.05 Hourly | Date Updated: | 1/12/2018 |

General Purpose of the Job

To connect young children and their families to programs and services all throughout Solano County, by staffing the Help Me Grow Call Center, phone line, internet and in person. Enter new client information, and document all call and referral information in the data system. Refer clients to partner agencies for services and screening. Update information, and make follow up calls to confirm linkages to services. Generate reports for the Help Me Grow Call Center statistics. Develop and maintain contacts with other Help Me Grow partners. Other duties as required.

Qualification Requirements

A minimum of two years experience using a computer database program, internet experience, or equivalent combination of related education and experience. Minimum one year experience working with families, in a social service agency, or call center or similar community resource service preferred. A.A. degree in Child Development or E.C.E., or at least 12 Core Units of Early Childhood Education/Child Development preferred. Bilingual Spanish preferred.

Knowledge, Skills and Abilities

Excellent interpersonal, written, and oral communication skills; multi-task oriented; excellent customer service skills. Excellent listening skills and the ability to ask inquiring questions, identify and understand concerns, and identify appropriate referral process. Must possess a professional and friendly attitude and be able to quickly develop a rapport with clients over the phone. Ability to learn and navigate new software quickly.

Familiar with and the ability to use computers for data entry and word processing. Proficient in Microsoft Office products. Ability to attend off-site trainings, meetings, workshops, etc. Ability to lift at least 25 pounds, CA Drivers License and dependable auto with appropriate insurance coverage.

Supervisory Responsibilities

None

Special Licenses or Certificates

CA Drivers License and dependable auto with insurance coverage that is required by law.

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| Essential Functions | Description of Essential Functions |
|---------------------------------------|---|
| Maintain the Help Me Grow Call Center | Daily phone/email/face-to-face interaction with parents, Pediatricians, medical staff, and other callers to collect information, make a connection, build rapport, educate, and make appropriate referrals to community services. Enter data into the data system, and identify and relay appropriate resource and contact information. Enter notes and any significant information helpful for the referral agency. Complete the referral process to other Help Me Grow partners, and perform follow up calls within 2-3 weeks. Work with callers with complex issues to navigate community systems. |
| Resource Database | Use the referral database program while interviewing the caller about their child(s) needs. Assist the Outreach Specialist with inputting, updating and maintaining information in the computer database. |
| Maintenance of Resource Database | Maintaining a collection of Solano County resources relating to child and family topics and needs. |
| Assist with Outreach Activities | Assist in Outreach Activities. Assemble handouts, training materials, etc. |
| Filing, Data Entry, and Reports | Light filing; complete data entry for reports or information regarding Help Me Grow Call Center statistics. |
| Physical Requirements | Ability to lift at least 25 lbs: ability to bend, twist, stoop, and sit for 2-4 hours at a time. Use computer and copy machine, speak clearly and communicate by phone. |
| Other Duties | As assigned. |