
FAMILY RESOURCE CENTER NAVIGATOR JOB DESCRIPTION

Position Title: Family Resource Center Resource Navigator

Program/Department: Family Resource Center

Immediate Supervisor: MCC Director

Work Schedule: Full Time

Benefits: Employee Health/Dental/Vision insurance and retirement plan

DESCRIPTION: The Family Resource Center Resource Navigator serves as a community-based support professional dedicated to connecting children, families, and caregivers with essential resources and services that promote family stability and child well-being. This position works closely with community agencies, schools, and service providers to assess family needs, develop support plans, and assist individuals in accessing benefits, mental and physical health services, transportation, educational support, and other community resources. The Resource Navigator also provides ongoing case support, conducts family visits, maintains accurate documentation and reporting, and promotes trauma-informed and family-centered practices to help strengthen protective factors and improve outcomes for children and families.

RESPONSIBILITIES

- Must promote a positive/professional attitude towards all Volunteers for Youth Justice employees, volunteers, and business partners.
- Must be consistent in checking and answering the VYJ assigned email account.
- Participate in continuing education, including strategies to develop and enhance best practices for social-emotional learning, child well-being, and conflict resolution.

DUTIES:

- Serve as a community-based resource specialist, focusing on connecting individuals to the services and support they need and problem-solving with them to identify underlying needs and overcome accessibility and availability barriers.
- Build relationships and partner with agencies and community members to connect individuals to community-based services and supports.
- Conduct initial and ongoing assessment with families and gather, track, and report related data utilizing an established data reporting system.
- Assist individuals, families, and relative caregivers with accessing benefits and services including DCFS benefits, navigating school systems, transportation assistance, connection to the community, connection to mental, physical health services, etc.
- Have extensive knowledge of community assets and resources, such as other programs, services, supports and activities outside of the FRC.
- Conduct individual visits to assigned families to provide personal instruction and develop support plans.

- Other duties as deemed necessary and appropriate by the FRC Director and MCC Director.

QUALIFICATIONS:

- A Bachelor's or Associate's degree in social service-related field or equivalent combination of education and experience in child trauma and related behavioral issues.
- A minimum of 2 years of experience working collaboratively with agencies and families and connecting families with the services and support needed is preferred or, in the alternative, demonstrates ability to do so.
- Demonstrates understanding of protective factors that promote child wellbeing, individual and community level trauma and its impact, best practices in preventing child abuse and neglect, and disparities and disproportionalities in public systems.
- Must be proficient in Microsoft Office.
- Possess excellent written and verbal communication skills.
- Must be knowledgeable about Adverse Childhood Experiences (ACES)
- Must complete the 24-hour TBRI® Caregiver training upon hire.