



Job Title: Family Navigator

Status: Full-time, Salaried, Exempt

Reports To: Family Academy Program Manager

Compensation: \$35,000 - \$45,000

Position Overview

The Family Navigator serves as a liaison between children and families in the Northside. The Family Navigator is a relationship builder who forges and connects partnerships within the Northside ecosystem that align community resources to help the families access necessary support and achieve their goals.

The role is focused on identifying each families' barriers to opportunities and prosperity and navigating connections and referrals that increase capacity and access to the resources and tools needed for economic mobility. This position provides high-quality client-centered case management and life coaching for Northside families and builds on the power of parents to create pathways to prosperity for a healthy future.

The focus of the role is to work with parents, partners, schools, and staff using collective impact methods to develop and support the success of their families and communities.

Primary Responsibilities

- Participate in trainings and meetings that directly affect job-related responsibilities.
- Maintain documentation using standardized protocol for tracking client participation and outcomes as well as using a CRM.
- Document and track progress as well as provide monthly reports regarding activities and family deliverables.
- With an equity-centered approach, provide information, education, and assistance in a fair, accurate and impartial manner.
- Communicate with families, school administration, and community partners in a professional, cooperative manner.
- Collaborate with neighborhood associations, organizations, neighbors, and community partners to share resources and create referral process to be shared with families.
- Assist families in completing applications in relevant federal, state, and local programs to increase access to resources and supportive services.
- Serve as a key advocate and mentor for students and families sharing relevant information and making critical social connections in alignment with family goals.
- Facilitate communication and relationship-building with ongoing follow up with families and students via appropriate platforms and tools.
- Ensure families' regular access to resources, education, and connections to opportunities including job readiness, financial literacy, and family goal setting.
- Work with families to create sustainable individualized action plans that move them forward into economic vitality.
- Coordinate housing assistance for families, as needed, including relocation, owner occupied rehabs, affordable housing, and homeownership.
- Maintain family privacy and confidentiality.
- Other duties as assigned.

Qualifications:

- High School diploma or GED required, Associate degree preferred.
- Resident of Spartanburg County with a comprehensive knowledge of the community.
- Must receive Community Health Worker Certification within 1-year.
- Must receive life coaching certification within 2 years.
- 2 years’ experience in a community-based setting including paid or volunteer work with a non-profit organization, church, health organization, community center or other community-based involvement.
- The ability to effectively manage multiple projects simultaneously and track details.
- The ability to work with frequent and established deadlines is required.
- Excellent interpersonal and communication skills are required, including the ability to work effectively with diverse populations.
- Ability to work collaboratively and respectfully with a variety of people and to represent NDG effectively.
- Ability to develop, plan, and implement short- and long-term goals.
- Ability to work with high level proficiency in Microsoft Office Suite and experience in Google Docs and apps.
- Commitment to professional development training, including understanding technology and data management system.
- Strong commitment to expectations that children growing up in the Northside succeed in academics and college.

About the Northside Development Group

The Northside Development Group (NDG), also known as the Northside Development Corporation, is a 501 c 3 non-profit organization founded in 2011 to lead a public/private effort to transform the City of Spartanburg, South Carolina’s Northside Neighborhood. One of approximately thirty Purpose Built Communities (PBC) Network members, a 20-year proven model focused on holistic placed-based neighborhood transformation, NDG is the only network member in South Carolina.

Catalyzed by a strong City and neighborhood engagement process led by NDG, the Northside was a US Department of Housing and Urban Development Choice Planning Grant recipient and completed its Neighborhood Master Transformation Plan in 2014. NDG acts as the community quarterback to implement the goals and objectives outlined in the Neighborhood Master Plan and the organization’s strategic goals and objective as outlines in the plan and defined and guided by its 17- member board of Directors and Community Resident Leaders, the Northside Voyagers. NDG is a certified community development corporation with over \$17 M in assets with a primary focus on creating mixed-income quality affordable and market housing, diverse community assets, access to health and wellness opportunities, enhanced cradle to career education pipeline and increased economic mobility and sustainability for its residents with a goal to transform the neighborhood into a place where existing residents choose to stay, and new residents choose to live.

EMPLOYEE SIGNATURE: _____

DATE: _____