



# Family Navigator

Relief Nursery, Inc  
Job Description

Title: Family Navigator “Bi-lingual [English/Spanish] preferred”

Reports to: Navigator Supervisor

Hours: up to 40/week

Contact: Julie Tjaden julietj@reliefnursery.org

**Overview:** The Navigator will assist DHS Welfare referrals for parents/families who meet the requirements of the DHS Differential Response System. The Navigator will assist families complete items of their case plan as per strengths/needs assessment and/or other services that are supportive the client’s success. The Navigator will respond to referrals and begin support in a timely manner consistent with the contract requirements, complete all documentation/reported as required and participate in any relevant case staffing and/or family meetings.

**Requirements & competencies:** A bachelor’s degree in a social service field; or a combination of two year’s work experience and two years education, training or three years of work experience in a social service field working with families from multi-stressed environments. Cultural/linguistic competency as per relevant to assigned families. Ability to work with families utilizing a strength-based approach, knowledge of community resources, ability to communicate professionally, and to comply with all reporting, legal and meeting requirements as per contract. Appropriate training and understanding of all mandated reporting requirements and issues related to supporting families with multiple risk factors and stresses.

### Responsibilities:

- Provide all relevant documentation/reports in a timely and professional manner
- Participate in supervision and other family meetings, as appropriate
- Coordinate with CPS workers to insure required timely contact initiation and face to face meeting with family
- Complete relevant family needs/strengths assessments in order to insure appropriate support for family/children
- Customize services including, but not limited to assistance removing barriers in the financial, communication & information, child welfare system, fear & emotional, legal, mental health, and alcohol & drug domains.
- Conduct respectful, culturally appropriate services **in the client’s home** when possible
- Increase coordination of services and guide the family in navigating the system, including but not limited to connecting families with resources/support systems; occasionally **transport clients in our personal vehicles** to meetings or appointment; facilitate communications with providers and CPS staff; help streamline tasks, appointments, paper work; help parents/families identify and access financial services to pay for case plan needs; help parents in time



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management skills in order to meet scheduled appointments in a timely manner; decrease parents/families fear and anxiety through support and appropriate referrals; help parents access relevant social services such as housing, parenting classes, transportation; employment & training

- Track all interventions, service hours/frequency, and outcomes as required
- Assist referred families who face many barriers, with services designed to remove identified barriers including:
  - Financial
  - Communication and information
  - Child Welfare system barriers
  - Fear and emotional barriers
  - Legal Issues
  - Mental Health Issues
  - Alcohol & Drug Issues
- **Specifically:**
  - Connect parents/families with resources and support systems
  - Facilitate interaction and communication with Child Welfare staff and providers.
  - Streamline tasks, appointments and paperwork
  - Help parents/families identify and access financial services to pay for their case plan needs
  - Help parents/families arrive at scheduled appointments on time and prepared.
  - Help decrease parents/families fear and anxiety
  - Help parents/families identify and utilize appropriate social services
  - Assist parent/families with accessing housing, parenting classes, transportation, and employment and training.
  - Track interventions and outcomes.

**Relief Nursery offers medical and dental after 60 days, generous vacation, sick, personal leave and 403b benefit package for all full time employees. See Relief Nursery website for full benefit package.**

**Pre-employment drug screen and criminal background check required. Closing date: will remain open until filled. Send resume and cover letter to: Relief Nursery, Attn: Julie Tjaden, 1720 W.25th Ave. Eugene, Oregon. 97405.**