

## JOB OPENING

**Job Title:** RESOURCE & EMPLOYMENT NAVIGATOR  
**Department:** Operations  
**Reports To:** Assistant Director  
**Classification:** Non-Exempt  
**Location:** Bridgeport, CT

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### SUMMARY

The Resource & Employment Navigator provides services included but not limited to, connecting participants to community resources, and developing an employment profile. The Resource & Employment Navigator provides case management, work readiness skills, interdisciplinary collaboration, coordination, and administrative duties. This position will work closely with the Career Counselors, Employment Relations Team, and community partners. The Resource & Employment Navigator position is responsible for the following duties:

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Conducts assessments of the participants in collaboration with the participants, career counselors, training providers, life skills coaches, and employment relations team.
2. Works closely with participants to determine the needs, strengths, limitations, and preferences of each participant and will engage in problem-solving to identify and reduce barriers to employment.
3. Develops relationships with regional community and faith-based organizations, the local Continuum of Care, housing providers, education providers, shelters, soup kitchens, libraries, law enforcement and other organizations that can be a source of participants.
4. Coordinates referrals to state agencies, community resources, and other programs needed to ensure successful employment outcomes.
5. Develop participant's employment plan by collaborating with team and the participant; create resume/cover letters, sign up participant for workshops, and incorporate measurable goals/action steps.
6. Evaluates the effectiveness of the resources and referrals provided and makes appropriate modifications to ensure the provision of high-quality care and interventions.
7. Monitors participant's progress, maintains comprehensive documentation, and provides information to team members when appropriate.
8. Links participants to supportive services, which include, but are not limited to, housing, financial benefits, transportation.
9. Becomes proficient in and uses appropriate program data systems to report progress, outcomes and measures.

10. Maintains applicants/participants confidentiality by securing hard copy files in locked cabinets and electronic records password protected.
11. Attends relevant professional development training as assigned.
12. Interprets federal and state laws and regulations as appropriate.
13. Performs other job duties as assigned by supervisor.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for own work and not required to direct or supervise other personnel but may occasionally instruct or show another employee how to perform work.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- At least two years of experience in a social services area of practice preferred
- Knowledge of community resources, work readiness skills such as resume/cover letter creation, interviewing skills, etc.
- Adhere to ethical principles about confidentiality, informed consent, compliance with relevant laws, and agency policies
- Ability to work with and support a diverse customer base
- Excellent customer service skills

### **EDUCATION and/or EXPERIENCE**

Bachelor's in social work or Human Services, is preferred; Certification in workforce development; or equivalent combination of education and experience.

### **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word and Excel, etc.

### **OTHER SKILLS AND ABILITIES**

N/A

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Professional Resume Writer Certification preferred

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, HR Specialist

[lkelman@workplace.org](mailto:lkelman@workplace.org)