

Job Title	Community Resource Navigator
Employer/ Agency	Houston Food Bank
Job Description	<p>Description</p> <p>POSITION SUMMARY: The Community Resource Navigator is responsible for providing state public benefits assistance and referrals to clients across the Houston Food Bank's 18-county service area by traveling to social service agencies, Houston Food Bank sites, and community events, as well as over the phone and virtually. These benefits include SNAP (Supplemental Nutrition Assistance Program), Medicaid, CHIP (Children's Health Insurance Program), and TANF (Temporary Assistance for Needy Families). The Community Resource Navigator will be responsible for assessing applications, handling client documentation, collecting information, entering data, and providing great customer service. This position will work closely with food bank community partners and other service agencies.</p> <p>Adhere to PACT values. (Purpose: Using our strengths passionately to contribute to our mission. Accountability: Choosing to rise above one's circumstances and demonstrating ownership to achieve results. See It. Own It. Solve It. Do It. Courage: Standing up for what's right and acting. Transparency: Doing things openly and honestly).</p> <p>ESSENTIAL JOB FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Reliable and consistent attendance is a requirement. This position requires punctuality and dependable attendance to meet the needs of the business, including attending and taking part in meetings, events, and presentations. 2. Provides application assistance to clients for public state benefit programs via the Texas Health and Human Services Commission (HHSC) online application (Self Service Portal) or paper application(s) at Field Sites. 3. Ensures HIPAA compliance by safeguarding clients' information. 4. Accurately enters client data, and collects, verifies, and scans appropriate documents into the eligibility database according to Eligibility Policies and Procedures. 5. Assists clients in gathering all required documentation, if necessary; and provides guidance on additional documentation that may be requested of the clients. 6. Complies with departmental, HFB, Feeding Texas, State of Texas-HHSC reports and timelines. 7. Meets all contractual requirements and deliverables per the State Plan. 8. Informs and educates clients on program benefits via different approved communication methods (i.e. in person, over the phone, virtually, or through mail). 9. Submits timely and accurate daily client information on required reporting platforms. 10. Responsible for the security of all issued equipment and supplies; including, but not limited to laptops, cellular phones, portable scanners, etc.

	<ol style="list-style-type: none"> 11. Complies with and meets departmental goals and objectives. 12. Attends meetings, presentations, training, and activities as required and on time. 13. Attends a minimum of weekly outreach events that may include weekends and/or after hours. This includes community events, food distributions, presentations, meetings, tabling, etc. 14. Develops and posts/distributes, with permission, educational materials to community based organizations (CBOs), social services agencies, and partner agencies including HFB. 15. Increase awareness to the local community through education regarding program and policy requirements. 16. Connects clients to the referral partner program. 17. Assists with training new staff through observation and daily process review. 18. Drives and operates a SNAP vehicle for outreach events. 19. Support with disaster recovery duties, as needed (i.e., natural disaster).
Qualifications	<p>Requirements</p> <p>QUALIFICATIONS:</p> <p>Education/Experience:</p> <ul style="list-style-type: none"> • High School Diploma from an accredited school or general education development (GED) certificate, plus 2 years of related case management services to clients. • In lieu of experience, a Bachelors degree from an accredited four-year college or university in a closely related field (i.e. Social Work, Social Sciences) required. • Community Health Worker (CHW) certification preferred • Experience in a social service agency preferred • Bilingual English/Spanish
Salary/Hours	Full-Time
City, State, Zip	Trinity River CRC - Cleveland, TX
Application Method	Apply Here: https://recruiting.paylocity.com/Recruiting/Jobs/Details/3751971
Opening Date	Immediately

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