Job Title	Community Navigator
Employer/ Agency	BakerRipley
Job Description	**Position Overview** The Community Navigator is a core member of BakerRipley's Navigation Team and the broader Integrated Client Journey (ICJ) Navigation Network. Navigation teams connect clients ("neighbors") to coordinated, goal-aligned services across workforce, education, health, and social supports. Navigators work collaboratively within cross-functional teams to ensure clients can engage in multiple services as needed, while maintaining a primary focus on navigation and coaching duties. Rooted in the EMPath economic mobility model and aligned with the United Way ICJ Navigation approach, the Community Navigator supports individuals and families in identifying goals, addressing barriers, and building pathways toward long-term stability and self-sufficiency. The role emphasizes strengths-based coaching, motivational interviewing, service coordination, and systems navigation, while ensuring timely and accurate documentation within the ICJ technology platform. - Conduct holistic intake and assess client readiness using strengths-based and participant-driven frameworks - Apply motivational interviewing techniques to support goal clarification and action planning - Co-develop individualized client pathways that align with client goals and connect to regional programs and services - Support self-determination by working collaboratively with clients rather than directing decisions - Conduct regular follow-ups to monitor progress, address emerging barriers, and adjust plans as needed - Coordinate referrals across BakerRipley programs and United Way regional provider partners - Ensure effective handoffs, warm referrals, and closed-loop communication with service providers - Use principles of community organizing, service coordination, and advocacy to support timely access to resources - Utilize barrier funds in accordance with program guidelines to remove obstacles to client success - Participate in the United Way Professional Learning Community and EMPath training activities - Serve as a model navigator for BakerRipley's cross-functional teams of coaches, navigators, and case managers - Collect and synthesize insights into common gaps, barriers, and service challenges for sharing with the navigation network - Contribute to program planning, evaluation, and continuous improvement initiatives - Maintain timely, accurate, and compliant documentation within the ICJ tech tool and Salesforce

	• Adhere to all ICJ end-user agreements, data-sharing protocols, and responsiveness standards • Support staff upskilling related to intake, referral, and documentation processes • Use data to inform coaching strategies and system-level improvements
Qualifications	**Qualifications** • Bachelor's degree required; Master's degree in Social Work or related field preferred • 2–3 years of experience in navigation, case management, coaching, workforce development, or human services • Bilingual English/Spanish preferred • Demonstrated cultural competence and experience serving multicultural and immigrant communities • Strong understanding of strengths-based, participant-driven service models • Experience collaborating across multiple programs and external partner organizations • Advanced skills in Microsoft applications (Outlook, Word, Excel, PowerPoint). Intermediate skills in database management. Experience with Learning Management system (LMS), preferred
Salary/Hours	Full-Time
City, State, Zip	Pasadena, TX 77504
Application Method	Apply Here: https://bakerripley.org/get-involved/join-our-team/
Opening Date	Immediately

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