

Job Title	Community Engagement Navigator
Employer/ Agency	East Harris County Empowerment Council
Job Description	<p>The East Harris County Empowerment Council (EHCEC) is on a mission to improve the quality of life for individuals and families through economic development, educational enrichment, health and wellness, and community capacity building. The Community Engagement Navigator plays a vital role in making this mission a reality by empowering individuals and families to access critical services, achieve self-sufficiency, and overcome barriers to essential resources.</p> <p>This isn't just about completing applications—it's about being a trusted resource, advocate, and bridge between the community and the services that can change lives. You will be responsible for providing hands-on client support, navigating local resources, facilitating community outreach, and ensuring that clients receive the assistance they need.</p> <p>Client Support & State Benefit Application Assistance</p> <ul style="list-style-type: none"> • Assist 208 clients in completing applications for state benefit programs, such as SNAP, Medicaid, Medicare Savings Programs annually. • Achieve a 70% approval rate, with at least 218 approved applications annually. • Conduct 155 follow-ups, ensuring a 60% follow-up rate to track progress and support resubmissions annually. • Ensure 100% compliance with application requirements, maintaining eligibility accuracy and data integrity. • Maintain confidentiality for 100% of client records, ensuring compliance with HIPAA and state privacy regulations. <p>Resource Navigation & Coordination</p> <ul style="list-style-type: none"> • Connect 148 households to essential services, including housing, healthcare, food assistance, and employment programs annually. • Assist in resubmission or appeal of at least 150 denied applications, increasing access to benefits annually. • Maintain comprehensive knowledge of 13 application types, ensuring accurate referrals and benefits maximization. • Develop 6 partnerships to increase resource referrals, improving service accessibility annually. • Use data insights to improve service delivery, increasing application approval rates by 5% per quarter. <p>Community Engagement & Outreach</p> <ul style="list-style-type: none"> • Conduct targeted outreach to ensure 40% of applications come from new applicants. • Represent EHCEC at least 6 community events per quarter, directly engaging at least 50 individuals per event. • Collaborate with marketing to distribute educational materials reaching at least 500 potential applicants annually. • Build community trust to ensure 80% of assisted households return for renewal applications. <p>Advocacy & Empowerment</p>

	<ul style="list-style-type: none"> • Identify 3 barriers and propose solutions to reduce application denial rates annually. • Ensure 60% of clients maintain benefits for at least 12 months, supporting long-term financial stability. <p>Data Management & Reporting</p> <ul style="list-style-type: none"> • Accurately document 100% of client interactions, applications, and follow-ups in the program database. • Track and report 363 applications processed, ensuring targets are met annually. • Submit 100% of required reports on time, ensuring grant compliance.
Qualifications	<p>What You Bring</p> <ul style="list-style-type: none"> • Demonstrated experience assisting clients with benefits applications, resource navigation, or social services experience. • Must be fluent in both Spanish and English, including the ability to comfortably speak, read, and write in both languages. • Valid Texas driver’s license and reliable transportation for client visits and community-based work. • Exceptional interpersonal and communication skills—able to build trust, educate clients, and advocate for their needs. • Ability to track and report outcomes, ensuring compliance with grant and organizational requirements. • Proficiency in data entry systems and Google Suite applications for accurate reporting. • Flexibility to work evenings and weekends as needed for community engagement and outreach.
Salary/Hours	\$19.23/hr - \$21.63/hr Full-time
Address	11821 East Freeway, Suite 500
City, State, Zip	Houston, TX 77029
Application Method	Apply Here: https://j.brt.mv/PortalViewRequirement.do?reqGK=27751822
Opening Date	Immediately

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@central.uh.edu with the hiring details of your new job opportunity. Thank you.