

<b>Job Title</b>	Bilingual Community Engagement Navigator
<b>Employer/ Agency</b>	East Harris County Empowerment Council
<b>Job Description</b>	<p><b>Client Support &amp; State Benefit Application Assistance</b></p> <ul style="list-style-type: none"> <li>• Assist 208 clients in completing applications for state benefit programs, such as SNAP, Medicaid, Medicare Savings Programs annually.</li> <li>• Achieve a 70% approval rate, with at least 218 approved applications annually.</li> <li>• Conduct 155 follow-ups, ensuring a 60% follow-up rate to track progress and support resubmissions annually.</li> <li>• Ensure 100% compliance with application requirements, maintaining eligibility accuracy and data integrity.</li> <li>• Maintain confidentiality for 100% of client records, ensuring compliance with HIPAA and state privacy regulations.</li> </ul> <p><b>Resource Navigation &amp; Coordination</b></p> <ul style="list-style-type: none"> <li>• Connect 148 households to essential services, including housing, healthcare, food assistance, and employment programs annually.</li> <li>• Assist in resubmission or appeal of at least 150 denied applications, increasing access to benefits annually.</li> <li>• Maintain comprehensive knowledge of 13 application types, ensuring accurate referrals and benefits maximization.</li> <li>• Develop 6 partnerships to increase resource referrals, improving service accessibility annually.</li> <li>• Use data insights to improve service delivery, increasing application approval rates by 5% per quarter.</li> </ul> <p><b>Community Engagement &amp; Outreach</b></p> <ul style="list-style-type: none"> <li>• Conduct targeted outreach to ensure 40% of applications come from new applicants.</li> <li>• Represent EHCEC at least 6 community events per quarter, directly engaging at least 50 individuals per event.</li> <li>• Collaborate with marketing to distribute educational materials reaching at least 500 potential applicants annually.</li> <li>• Build community trust to ensure 80% of assisted households return for renewal applications.</li> </ul> <p><b>Advocacy &amp; Empowerment</b></p> <ul style="list-style-type: none"> <li>• Identify 3 barriers and propose solutions to reduce application denial rates annually.</li> <li>• Ensure 60% of clients maintain benefits for at least 12 months, supporting long-term financial stability.</li> </ul> <p><b>Data Management &amp; Reporting</b></p> <ul style="list-style-type: none"> <li>• Accurately document 100% of client interactions, applications, and follow-ups in the program database.</li> <li>• Track and report 363 applications processed, ensuring targets are met annually.</li> <li>• Submit 100% of required reports on time, ensuring grant compliance.</li> </ul>

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>- Demonstrated experience assisting clients with benefits applications, resource navigation, or social services experience.</li> <li>- Must be fluent in both Spanish and English, including the ability to comfortably speak, read, and write in both languages.</li> <li>- Valid Texas driver's license and reliable transportation for client visits and community-based work.</li> <li>- Exceptional interpersonal and communication skills—able to build trust, educate clients, and advocate for their needs.</li> <li>- Ability to track and report outcomes, ensuring compliance with grant and organizational requirements.</li> <li>- Proficiency in data entry systems and Google Suite applications for accurate reporting.</li> <li>- Flexibility to work evenings and weekends as needed for community engagement and outreach.</li> </ul>
<b>Salary/Hours</b>	Full-Time
<b>Address</b>	11821 East Freeway, Suite 500
<b>City, State, Zip</b>	Houston, TX 77029
<b>Application Method</b>	Apply Here: <a href="https://j.brt.mv/PortalViewRequirement.do?reqGK=27769276">https://j.brt.mv/PortalViewRequirement.do?reqGK=27769276</a>
<b>Opening Date</b>	Immediately

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