

Job Title	Client Navigator
Employer/ Agency	Memorial Assistance Ministries
Job Description	<p>The Client Navigator is a key point of contact for most clients of MAM. The Navigator ensures that each client identifies and understands the primary needs of the client and makes internal and external referrals to help them in their pathway to self-sustainability. They provide support and advocacy to help ensure that each client journey at MAM is successful.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Facilitates the coordination of services, serves as a key point of contact for first time and returning clients of MAM. Helps people get where they need to go and to follow through with what they start. • Based up on the results of self-sufficiency screening, suggests service options, provides direct assistance, and makes referrals internally at MAM and to external organizations. • Provides high quality support that increases opportunities for people with recognized barriers, such as providing troubleshooting and advocacy assistance. • Regularly ensures that required information is collected and recorded in the database on each client to document baseline needs, demographics and personal details, services requested, and services provided. • Processes requests for financial and other types of assistance. • Actively seeks updated information and resources to aid clients in achieving goals in the service plan. • Provides connections to other MAM programs and community organizations, and assists to develop resources, relationships, and collateral materials for dissemination. • Cross trains within other program areas to best refer and follow participants through their MAM journey and to • support programs when back-up is needed. • Cultivates and maintains effective, mutually beneficial relationships with all programs at MAM and with a variety of community partners. • For and on behalf of MAM, attends and effectively participates in meetings, trainings, and other events as appropriate. • Maintains up-to-date records (database and others as appropriate) • Assists with program evaluation activities, including data collection. • Submits monthly, quarterly and other activity reports as assigned; and • Informs/suggests new opportunities that align with MAM's strategic goal of supporting families in their efforts to become self-sufficient. <p>Duties include:</p> <ul style="list-style-type: none"> • Provides individualized instructions, directions, guidance and navigational support to clients and visitors about MAM's services, process, or requirements to obtain information, education or services. • Uses active listening skills to hear the stories of those we serve and to coach and guide them to appropriate internal or external resources. • Facilitates the creation of client-centered service plans, schedules, and follow-ups.

	<ul style="list-style-type: none"> • Collects and records data on client intake, resources and referrals provided and follow ups conducted on internal client referrals. • Identifies clients that qualify for Financial Assistance and completes the process for those who are approved. • Maintains and administers files that contain supporting documents for each client that is approved for Financial Assistance. • Ensures that the Manager, and other staff as appropriate, are up to date on programmatic activities, status of goal achievement, upcoming priorities and opportunities. • Fosters collaborative, mutually beneficial relationships with program managers, directors, and other staff to ensure optimal goal achievement. • Ensures that assigned meetings and events are consistently and adequately covered. • Ensures that there are adequate fliers, materials and supplies available when and where needed. • Ensures that programmatic data is consistently collected, maintained, analyzed and findings are appropriately shared at MAM. • Ensures that program performance is closely monitored with an eye to continually improve performance and achieve outcomes; recommend changes to effect same. • Supports front office staff to insure coverage during their lunch or time off • Works on special assignments in case of a disaster or community crisis; and • Other duties as assigned.
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<p>Qualifications</p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Bachelor’s degree required, OR • Minimum of two years of client navigation, information and referral, case management, coordination or program coordination required. • Bilingual (English/Spanish) required (oral, written, and conversational skills to an extent such that conversations, curricula, handouts, presentations, and all written communications can be accomplished fluidly and with little effort or preparation). Must be fully fluent in both English and Spanish. • Effectively self-aware and with demonstrated ability to communicate effectively with a broad diversity of staff, volunteers, clients and collaborative partners both orally and in writing. • Excellent mastery of professional boundaries. • Demonstrated ability to work with people from all walks of life and treat them with dignity and respect. • Culturally aware and supportive of a growing, diverse client base. • Demonstrated ability to adapt to new programs or changes as needed • Flexibility to occasionally work in the evening and/or weekends to accommodate the scheduling of clients and/or support or attend events on behalf of MAM • Strong work ethic, self-directed, flexible, finishes what is started.
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	<ul style="list-style-type: none"> • Intermediate to advanced skill with Microsoft Office Applications; and • Commitment to the MAM mission. • Provide their own reliable transportation with proof of their valid driver's license and TX minimum requirements of auto insurance.
Salary/Hours	Full-Time
City, State, Zip	Houston, TX
Application Method	Apply Here: https://mamhouston.wixsite.com/workatmam/post/client-navigator
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.