

## **CATHOLIC SOCIAL SERVICES JOB DESCRIPTION**

**TITLE:** Information and Referral Navigator  
**PROGRAM:** Brother Francis Shelter  
**STATUS:** Full Time /Hourly/Non- Exempt  
**SUPERVISED BY:** Program Manager  
**UPDATED:** November 29, 2018

### **JOB SUMMARY:**

This position is an integral member in the operations of Brother Francis Shelter (BFS) Anchorage, a homeless shelter with supportive services. The operation encompasses services 24 hours a day, seven days a week serving up to 240 male and female guests nightly. This position provides assistance to individuals experiencing homelessness in accessing the Anchorage Coordinated Entry System as well as connecting individuals at Brother Francis Shelter to other supportive services

### **QUALIFICATIONS**

**Competencies:** Demonstrate dependability, maturity and initiative. Ability to handle crisis situations and accomplish tasks assigned with minimal supervision. Excellent interpersonal skills. Must be able to maintain program/resident/agency confidentiality and treat everyone with dignity and respect. Ability to set and observe appropriate personal limits and boundaries, especially with respect to shelter residents. Ability to relate positively to supervisor, fellow employees and all shelter residents. Flexibility to deal effectively with a variety of people, situations, problems and changes.

**Education/Experience:** At least one year experience in human services, preferably working with people experiencing homelessness and poverty.

### **Skills:**

Basic understanding of homelessness and various characteristics of homeless adult populations. Understanding of information and referral principles and ability to work with adults experiencing homelessness. Ability to work well with people in crisis and to assess and prioritize needs. Understanding of and ability to work with, a variety of community resources and partners; Ability to advocate effectively for services and those in need. Ability to accurately use Alaska Homeless Management Information System (AKHMIS), other database programs and MS Office software; Must have excellent written and oral communication skills; time management skills; ability to write clear, accurate case management notes; Ability to complete paperwork thoroughly and accurately. Ability to communicate and work effectively with staff from various backgrounds and disciplines. Ability to work effectively with clients displaying a wide range of behaviors. Subscribe to philosophy of cooperation and continuity across programs.

**Duties & Responsibilities:**

1. Work with guests to complete BFS registration and an assessment to be placed on the Anchorage Coordinated Entry System (CES) prioritization list.
2. Identify appropriate community resources and provide in-depth referrals to services, including but not limited to housing, medical and mental health services.
3. Assist individuals in applying for mainstream benefits, including Medicaid, food security applications, and Social Security disability.
4. Maintain client records including progress notes, incident reports, service transactions and referrals in accordance with standards.
5. Provide in-person assistance and facilitate smooth transitions (“warm handoffs”) to intra-agency service providers.
6. Participate in crisis intervention as needed.
7. Provide mentorship and training to the AmeriCorps Resource and Referral staff member
8. Initiate and maintain appropriate social interactions with clients while communicating/enforcing agency rules and policies.
9. Monitor dorms, bathrooms and the rest of the shelter to maintain safety and security of clients and premises.
10. Actively participate in staff meetings and in-service trainings.
11. Work scheduled hours at shelter stations and/or milieu coverage and perform all duties of those areas.
12. Other duties as assigned.

**Physical Requirements:** Must be able to lift up to 25 pounds.

**Training Requirements:** Agency and department orientation; 1<sup>st</sup> aid/CPR; de-escalation techniques; blood borne pathogens; AKHMIS; SSI/SSDI Outreach; Access and Recovery; De-escalation Training; Trauma Informed Care; Motivational Interviewing; Attend all staff meetings and in-service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_