



Growing Home Navigator Job Description

Position/Title: Growing Home Navigator

Position Type: Full-time, Non-exempt

Reports To: Chief Program and Impact Officer

Growing Home is dedicated to creating a thriving and equitable north metro Denver one family at a time. Our participant-centered approach to strengthening families, nurturing children and connecting community fills a critical gap for families and children who are experiencing immediate and long-term barriers to stability and success. Through evidenced-based programs, we improve outcomes for children, their parents and their community. Our model makes us a leader in the two-generation approach to poverty alleviation and community equity.

Mission: To guide children and their families on the path to a brighter future

Vision: We envision our community working together so that all children and their families have a place to call home, food on the table, and the opportunity to pursue their dreams.

Core Values: Respect, Effectiveness, Learning, Collaborative Leadership, Professionalism and Inclusiveness

Description or Purpose of the Position:

Growing Home seeks to hire a bilingual (English/Spanish) Navigator to bolster Growing Home's mission and vision, cultivating an inclusive and participant-centered environment. The position will serve three primary functions: receptionist, resource navigator, and program assistant. As the agency receptionist, the Navigator will provide high quality, participant-centered customer service to a wide variety of Growing Home stakeholders, ensuring a welcoming, positive first impression. As a resource navigator, this team member will connect families with the appropriate programs and services, both at Growing Home and in the community through referrals. As a program assistant, the Navigator will ensure that program staff have the tools they need to support their work. The ideal candidate will live in and/or have extensive experience with and understanding of the north metro Denver community and resources in the area.

Responsibilities include, but are not limited to:

Reception

- Provide high quality, participant-centered customer service to a wide variety of Growing Home stakeholders, ensuring a welcoming, positive first impression
- Welcome visitors by greeting and directing them appropriately

- Answer agency main phone line, providing information and connecting callers with the appropriate staff or referral to external agency
- Provide administrative support as needed

Resource Navigation

- Provide resources and strategic referrals to Growing Home families seeking services and support
- Support successful access to services offered by municipal, county, non-profit, and faith-based organizations otherwise unattainable by participant efforts alone
- Support the development and ongoing maintenance of a robust library of resources for community members

Programmatic Assistance

- Assist in promoting and recruiting families for Growing Home programs and classes, including explaining programs and eligibility to various stakeholders
- Maintain an updated calendar of program meetings and events
- Act as point of contact for programmatic logistical matters
- Provide support to food pantry during food pantry hours
- Assist in planning and executing the logistical assignments of Growing Home's Seedlings parenting class which include coordinating food catering tasks, securing space for classes, coordinating childcare providers for classes, and ensuring clear communication between all staff involved
- Manage, organize, and track supplies and materials for our Seedlings parenting class as needed
- Act as the main point of contact for Growing Home programs during seasonal events by supporting, registration, scheduling, and ensuring program staff are following procedures
- Attend periodic program specific events, such as Back to School Night, community networking nights, and other events as needed to provide outreach services
- Make reminder calls as needed

Evaluation

- Monitor data collection points across all programs to ensure data is being accurately entered in a timely and accurate manner, including facilitating meaningful reminders for program leads of upcoming data collection deadlines
- Assist in evaluation projects and complete data entry as needed

Qualifications Needed:

- Bilingual in English/Spanish required
- Minimum two years of experience in customer service, administrative support, and/or resource navigation preferred
- High school diploma required; some college highly preferred
- Organized, detail oriented, efficient, resourceful, self-starter with excellent interpersonal communications skills
- Excellent computer skills, specifically Microsoft Office Suite
- Flexible, high energy, and highly creative
- Ability to work independently and with little supervision
- Availability to work evenings and/or weekends as needed
- Sensitivity and openness to diverse people and families
- Ability to respect confidentiality

- Ability to prioritize tasks efficiently and work on multiple projects
- The ideal candidate will live in and/or have extensive experience with and understanding of the north metro Denver community and resources in the area

Salary and Benefits:

- \$35,000 - \$39,000 depending on experience
- Health and life insurance
- Employee wellness program
- Paid vacation, sick days, and holidays
- Optional 403(b) plan with 5% match after 1 year
- Positive, friendly workplace
- Growing organization; ongoing opportunities for professional growth and development

To Apply:

Please send resume and cover letter to careers@growinghome.org with Growing Home Navigator in the subject line.

Growing Home is committed to an inclusive workplace. We are an equal opportunity employer.