

Position Title: **Systems Navigator**
Direct Supervisor: Emergency Shelter Program Coordinator

Full-time Position

I. GENERAL DESCRIPTION

- A. Under the direction of the Emergency Shelter Program Coordinator, the Systems Navigator will be responsible for providing assistance and case management and systems advocacy to victims of domestic violence and/or sexual assault as they receive services from the WRCNRV.
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II. MUTUAL RESPONSIBILITIES

- A. Ensure continuity of services by sharing On-Call, hotline and Shelter Management and responsibilities as assigned.
- B. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan (The Plan). Communicate clearly and timely issues of performance with supervisor.
- C. Participate in day-to-day Shelter Operations to include room turnover, resident services, supply distribution, and other operations assistance as needed and assigned.
- D. Carry out other duties as assigned by direct supervisor or the Executive Director.
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JOB RESPONSIBILITIES

A. Direct Services

1. Provide case management support to clients served by the WRC.
 2. Assist domestic and/or sexual violence victims in navigating systems including, but not limited to: employment, higher education, health systems, and the criminal justice system.
 3. Provide crisis intervention and supportive counseling as needed to sheltered residents.
 4. Provided transportation as needed to sheltered residents.
 5. Prepare for incoming residents by reading their room, conducting brief and full intakes.
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B. Community and Public Relations

1. Make presentations to classes, community agencies, and civic groups as requested.
 2. Serve on community teams and other community groups as assigned.
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C. Grants Management

1. Review relevant workplan(s) with Program Coordinator annually.
 2. Ensure ongoing implementation and evaluation of workplan(s).
 3. Complete and submit regular grant reports as directed.
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D. Program Reporting System

1. Maintain appropriate records and statistical information.
 2. Complete client contact report and submit weekly to appropriate Night Counselor.
 3. Document community education on Public Education Reports and submit monthly to Community Engagement Coordinator.
 4. Collect ongoing program statistics and report to designated staff monthly.
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III. QUALIFICATIONS

- A. Associate's degree in human services related field and/or one years of related experience.
- B. Must have an understanding of the issues of sexual and domestic violence.

- C. Ability to provide crisis intervention.
 - D. Ability to utilize computer programs including word-processing and spreadsheets.
 - E. Ability to deliver WRC services in a culturally sensitive manner.
 - F. Ability to work some evening, weekend, and holiday hours.
 - G. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
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