

About Integrated Family Community Services

Integrated Family Community Services (IFCS) is a local non-profit organization providing basic human services and companion programs to people of low-income by bringing together community members and resources. IFCS' history of providing for our neighbors in need positioned it as an essential service provider in the response to the Coronavirus Pandemic (COVID-19).

We seek entry-level bilingual candidates ready to jump in to assist the organization as it continues to innovate to alleviate the effects of the economic fallout on low-income households accompanying the pandemic.

IFCS programs include a Food Market, Bill Payment Assistance, access to no-cost Wellness Programming and Holiday Companion programs. In an effort to keep clients and team members safe, the organization transitioned to outdoor food distributions and remote program application processing. Our building is only open to a limited number of staff and volunteers and masks are required.

Position Summary

In working towards helping IFCS achieve its mission, **Resource Navigators (formally known as case managers) serve as essential members of the program team and focus on building relationships with individuals and families seeking assistance.** Navigators must be able to communicate well and listen to clients; an advocate and a mediator.

IFCS Resource Navigator Responsibilities

- Quickly develops a good rapport with people experiencing poverty and/or homelessness and an understanding of the hurdles caused by or exacerbated by these conditions.
- Responsible for possessing an in-depth knowledge regarding IFCS program requirements; including the referral process, documentation requirements, allowable costs, and additional supportive services.
- Clearly documents all client interactions, maintains appropriate documentation for client files, and accurately completes data entry tasks with speed and attention to detail for statistical reporting.
- Supports team members by serving as a resource for analyzing and solving problems and staying abreast of current issues and resources.
- Attends trainings, staff meetings, and community events as requested and applicable to meet the needs of the position. May provide training and mentorship to team members regarding best practices and policies.
- Assists with community-wide outreach to identify eligible participant households.
- Supports market staff and volunteers with grocery distribution, unloading donations and creating food boxes.
- Assists with special events; including: Fundraisers, Thanksgiving and Holiday food and gift distributions.
- Willing and able to work with people from a variety of socioeconomic, cultural, and personal backgrounds including individuals with diverse identities and/or disabilities.
- Maintains a work ethic that exemplifies enthusiasm, teamwork, and self-motivation in achieving IFCS' mission.

Qualifications

- Finds energy and inspiration in client work and collaboration.
- **Proficient oral communication skills in both English and Spanish**
- High school diploma or general education degree (GED) and two years' college coursework in a human service-related field or two years' relevant work experience.

While training will be provided, we are interested in applicants who have some of the following abilities:

- Self-starter with the ability to work independently and effectively multitask in a fast-paced environment.
- Background serving low-income and/or other vulnerable populations.
- Knowledge of Denver Metro Area community resources and systems for people experiencing poverty.
- Demonstrated problem solving, customer service, interpersonal, and oral communication skills.

Work Environment

A majority of the assigned duties performed in an office environment with weekly time assigned in a warehouse environment. Occasional lifting and carrying 40+ lb. Occasional evenings and weekends to accommodate special events.

Compensation

This is regularly scheduled, full-time (40 hours per week), non-exempt position. Starting salary range is \$30,000 - \$32,000 based on experience. **Benefits include employer paid health insurance for the employee** (additional coverage at employee's expense); Simple IRA retirement plan with up to 3% employer match; and paid sick, holiday and vacation hours; life insurance.

Apply

Interested applicants should submit cover letter and resume to AllisonT@IFCS.org
Applications will be reviewed on a rolling basis until the position is filled.

Integrated Family Community Services is committed to the goal of building a culturally diverse staff to serve the needs of our program participants. We highly recommend people of all educational backgrounds and life experiences apply.

Target start date: November 1, 2021