



3370 South Irving Street  
Englewood, CO 80110-1816  
(303) 789-0501  
(303) 789-3808 Fax  
ifcs.org

**Integrated Family Community Services** invites you to join our team and join a community-driven nonprofit that is working to create strong communities. IFCS believes everyone deserves to be healthy, and that individual access to nutrition affects the overall health of our society. We are leading the way by leveraging donations, grants, and volunteers in the Denver Metro Area to the benefit of our neighbors earning low incomes or living with fixed incomes.

### **Resource Navigation Manager**

As an organized and dependable professional, the Resource Navigation Manager successfully leads a team of emerging professionals while driving processes and strategies to maximize impact. The ideal candidate will be welcoming, confident, and responsive while balancing many moving parts at once. Additionally, the Resource Navigation Manager is excited by both strategic and on-the-ground responsibilities and the impact on long-term career development and success. **This position offers the opportunity to develop and manage a new team and see the impact of this effort in real-time.**

### **Core Competencies**

- Bachelor's degree related to Social Work, Behavioral Health, or Psychology is required. Master's degree in a relevant area of study is preferred.
- Minimum of three (3) years progressively responsible experience or training in case management, customer service, database management, program outreach, quality assurance, or related subject area is required.
- Bilingual: Fluency in both English and Spanish required.

### **Primary Responsibilities**

- Oversight of the student internship program: Under the guidance of the Program Director, the Resource Navigation Manager will further develop and oversee the newly-implement Student Internship Program. Utilizing bachelor level candidates from local colleges and universities, the Manager will recruit, train, and supervise a team of Resource Navigators to assist program participants. In this capacity, the Manager will build trust and cultivate relationships, so students feel welcome.
- Facilitate the customer service experience: All applications for financial assistance and wellness programming typically occurs electronically through website forms, email communications, and phone conversations.
- Assessments support: Supports case management services to IFCS program participants. Analyzes internal client data and external community reports for trends to influence program processes. Attends community resource events for program participant recruitment.
- Program review & innovation: Tasked with supporting the continual updating of the Student Internship Program to ensure relevancy and improve the program experience.
- Administrative functions: Various administrative tasks to be completed on a weekly basis, including monthly progress reports and regular internal meetings with the Program Director, Student Internship Program, and organizational staff.

### **Compensation**

This is a fulltime non-exempt position. Salary range is \$40,000 - \$50,000 annually; \$19.23 - \$24.03 per hour.



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**Work Environment**

Work hours are primarily between 7:30 a.m. and 4:30 p.m. with a 30-minute lunch break. All staff are working in the office daily with 4 to 12 hours scheduled working remotely dependent on position and seniority.

**To Apply**

Interested candidates send your cover letter, resume, and salary requirements to [AllisonT@IFCS.org](mailto:AllisonT@IFCS.org). Applications will be accepted until the position is filled.

*Integrated Family Community Services is an Equal Opportunity Employer. If you meet some, but not all the qualifications, yet bring strength in crucial areas, you may be a perfect candidate!*