



### **The Resource Navigator**

We believe everyone deserves to be healthy, and that individual access to nutrition affects the overall health of our society. To achieve this vision, IFCS offers a variety of programs including daily hunger alleviation food distributions, financial assistance, and wellness vouchers to local recreation centers. Bilingual Resource Navigators work to build relationships with individuals and families with the goal of connecting them to services that will improve their health.

### **Primary Responsibilities**

- Meets one-on-one with community members to register new participants for The Market@IFCS.
- Responds to requests for financial assistance; ensuring appropriate paperwork and documentation is obtained.
- Supports colleagues by troubleshooting data entry issues.
- Completes data entry quickly with accuracy and attention to detail.
- Assists program participants by providing resources and referrals for external services.
- Provides general office support by answering phone calls and greeting visitors when needed.

### **Desired Abilities & Skills**

- Bilingual and able to read, write and speak Spanish proficiently.
- Willing and able to work with people from a variety of socioeconomic, cultural, and personal backgrounds including individuals with diverse identities and/or disabilities.
- 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.
- 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.

### **Expected Takeaway**

- Advanced understanding of IFCS Hunger Alleviation, Financial Assistance and Wellness Programs.
- Working knowledge of Denver Metro Area community resources and systems for people experiencing poverty.
- Advanced problem solving, customer service, interpersonal, and oral communication skills in a fast-paced environment.
- Ability to review and analyze trends in participant usage data for external communications, grant reports and proposals.

### **Schedule**

As a contract employee, time on the project is limited to a minimum of 20 hours a week and a maximum of 30 hours a week.

### **Compensation**

As a contract employee, compensation is dependent on experience and time committed to the project. The hourly rate of pay is \$20 - \$25 an hour.

### **Benefits**

As a contract employee, no benefits are offered.

### **Our Company Culture**

IFCS is based on the desire of one woman in Englewood to make a difference in her community. We aim to emulate that day-in and day-out 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. Our small team is dynamic and diverse, representing varied racial, cultural, and religious backgrounds. We honor special moments in our lives by coming together for a shared meal in celebration. Continuous learning is encouraged and opportunities to network with professionals and leaders in our community are provided.

### **Instructions**

To apply, email your resume and cover letter to Jessica Southern, Resource Navigation Lead: [JessicaS@IFCS.org](mailto:JessicaS@IFCS.org). Interviews will be conducted on a rolling basis starting January 9, 2024.