

Bilingual Resource Navigator

Part-time: 20 hours per week

Reports to: Program Director

Compensation: \$20 per hour

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, emergency financial assistance, and wellness vouchers to local recreation centers. Serving as key members of the Program Team, 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 food assistance program
- Assists with processing utility assistance and rec center vouchers, ensuring required documentation is obtained to complete applications.
- Answers questions to participants with information about eligibility requirements for IFCS programs.
- Assists program participants by providing resources and referrals for external services.
- Provides general office support by answering phone calls and greeting visitors when needed.

Required Qualifications

- Proficient with computers and data entry, quickly and with accuracy and attention to detail.
- 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.

Schedule

On-site work Monday through Friday 8:30 am – 12:30 pm

Benefits

Paid Time Off will accrue from the first day of work, but won't be available until 90 days after employment.

Apply

Send a resume to ifcs@ifcs.org with the subject "Resource Navigator Application"

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!