



PO Box 632 Sedro-Woolley, WA 98284
(360) 856-2211 | miranda@helpinghandsfoodbank.org

Navigator

Helping Hands Solution Center is the home of Skagit County's largest food bank. As we grow into more than just a food bank we are in need of Navigators. The Navigator is a volunteer position and helps the participants navigate the resources they qualify for and will report to the Programs Manager and assist in helping the organization further its mission.

Job Duties:

Navigators will connect with Participants by phone, email, distribution sites, referrals from other agencies and by reviewing applications.

Navigators will make contact with the participant, have them fill out a questionnaire to establish needs and do an intake interview to find any other needs they may have.

Navigators will connect the Participant with services/programs that they qualify for. During the intake the Navigator will address any barriers the Participant may have to access services such as needing ID, proof of income etc.

Navigators will use the Penelope program to track all communications, referrals and documents pertaining to the work they do with the Participant.

Navigators will be required to follow up with participants a minimum of once a week for the first month to track progress and address any issues in accessing services. For more intense situations more frequent contact may be needed.

Navigators are expected to work with the Programs Manager who will provide training and hold group meetings for the navigators. These will be on zoom to start.

Navigators will work with other agencies to update county resources and contact information for the resource guide.

Navigators will keep the Programs Manager up to date with information regarding new resources as well as update the Programs Manager about any changes in current resources.

Helping Hands prides itself on serving all of our participants with dignity, compassion and without judgement. All Navigators will be required to maintain these values. Navigators will be held to a **strict confidentiality** agreement.



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Navigator Responsibilities:

- Work within a team environment
- Input applications for services
- Identify participants needs by reviewing client applications
- Identify gaps in service
- Contact those who have needs beyond normal food distribution
- Monitor and evaluate appropriate case plans at regular intervals to assess changing needs of those you are working with
- Provide necessary referrals
- Identifying barriers to accessing resources and provide ways to overcoming these
- Advocate on behalf of clients needs
- Do follow up with participants in Navigator Program
- Collaborate with other agencies and professionals for the benefit of the participants and community
- Research services available to Skagit County residents
- Maintain relationships with community partners
- Contact other nonprofits to discuss programs and services they offer
- Keep Helping Hands Community Resource Guide updated
- Meet with Programs Manager once per week
- Schedule approved classes and groups to be held at Helping Hands
- Provide administrative support to Programs Manager
- Assist in creating a filing system used to access information regarding resources and educational materials
- Organize and deliver approved public education and advertisements
- Participate in Committees as needed
- Other duties as assigned



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Navigator Qualifications/Skills:

- Respects confidentiality
- Excellent communication and interpersonal skills
- Excellent organization skills
- Planning and initiative
- Team player
- Caring and empathetic
- Self-starter
- Positive approach to the role

The position is a volunteer position and if you are interested please consider how many hours a week or month you can give to this position. There is a lot of flexibility in how many hours you can volunteer. Most of the duties can be done from home or over phone, email or zoom.