



Wilmington's Campus of Nonprofits

Our mission is to provide a humanitarian services campus of nonprofit organizations that offer hope, opportunity, and empowerment.

Job Posting

Job Title: Community Navigator at Jo Ann Carter Harrelson Center

Position Description: This is a full-time opportunity that plays an important role on the nonprofit campus and in the community and reports to the The Harrelson Center Executive Director. The Community Navigator is tasked with providing professional social work services to an array of clients in person, over the phone, and virtually. Community Navigators will refer clients to resources that are accessible to the client, including The Harrelson Center campus partners, associate partners off campus, other local non-profit organizations, faith-based institutions, and governmental support agencies. Referrals include maintaining current and helpful resource lists, making warm introductions, initiating phone connections, sending and receiving NCCare360 referrals, and arranging potential resources to come to campus.

The Community Navigator will be cross trained as an advisor for financial assistance crisis in the Harrelson Center's Help Hub program and follow up with those clients when needed, as well as other Harrelson Center and partner walk-ins, appointments, and group classes or trainings. Documented one-on-one work includes referrals, direct connections with resources, basic counseling and interventions, and creation of a 90-day plan through collaboration between client and Community Navigator, and potentially other organizations. It will be necessary to take thorough notes throughout meetings with clients and capture information within Salesforce as part of tracking, impact and data management. Community Navigators will be responsible for following up with clients after the completion of their 90-day plan and recording outcomes.

The Community Navigator is located in the Harrelson Welcome Center and may be the first point of contact on campus. They are also expected to go out into the community to introduce themselves and strengthen relationships with referral resources and partnerships and understand resource options and time sensitive initiatives. The Community Navigator will assist in educating and training partners on how to use this client and community resource.

Qualifications:

- Bachelors degree of social work from CSWE accredited college or university
- Directly related social work experience, 2-3 years preferred but not required
- Pay Grade: \$45,000-\$55,000/year depending on experience.
- Bilingual English/Spanish is preferred but not required.
- Experience in customer service
- Kindness, care, patience, and empathy
- Ability to work well in a fast-paced environment and under pressure
- Strong verbal and written communication skills
- Problem solving and solution-focused
- Organized with thorough record keeping and tracking within Salesforce and UniteUs/NCCARE360 or other efficient data and referral platforms and sheets
- Must work well and quickly with technology such as Sales Force
- Must be good at networking and able to create strong connections
- Must be supportive, contributing team member

If you are qualified and enthusiastic about the work as described and the environment in which we work to build a stronger community, please submit your resume, cover letter, and 3 references to director@harrelsoncenter.org no later than Dec 31, 2023. Interviews will be scheduled immediately, and position will be filled by January 2, 2024, or as soon as the right candidate is identified. We request that you visit our website and schedule a tour with our Outreach Coordinator at the time of or prior to your interview, if possible. We have drop in community tours first Tuesday and third Thursday at noon.

Thank you for your consideration. We look forward to meeting you.