



## **Refugee & Immigrant Resource Navigator (Resource Navigator)**

Full-time, Salaried

### **Position Summary:**

The Resource Navigator provides support services to all Catherine McAuley Center programs and clients. This role is key to ensure clients receive appropriate referrals and access to services. The navigator is the main point of contact for agencies and resources in the community, and works to establish relationships with partner agencies. The navigator will provide training and updates to staff related to community resources. The navigator works as a team member with all other CMC staff to provide complete programming for clients and is accountable to the Executive Director and Refugee & Immigrant Services Manager.

### **Qualifications:**

- Bachelor's degree with experience working with refugees/immigrants and in social services preferred.
- Knowledge of the resources and programs available in Linn County and surrounding areas.
- Possession of a driver's license and personal transportation and insurance required.
- Excellent written and verbal/oral communication skills.
- Strong interpersonal skills and ability to work effectively with others as part of a diverse team.
- Ability to develop rapport with people of all ages, backgrounds, and economic resources, and to treat others in a friendly, courteous, and appreciative manner.
- Ability to address conflict and problem solve.
- Flexibility and ability to handle stress and new or undefined situations.
- Ability to maintain confidentiality concerning volunteers, clients, students, children, and staff or agency business.
- Strong organizational skills with ability to prioritize projects and tasks.
- Ability to work with minimal supervision, take initiative, and manage multiple projects with changing priorities.
- Strong decision-making skills and ability to work autonomously, specifically at satellite locations.
- Computer skills, including experience with Word, Excel, Power Point, Google programs, and databases such as Salesforce, and/or ability to learn new software and systems. Knowledge of Publisher preferred.
- Behave as a professional representative of CMC and communicate the mission and activities.
- Knowledge of and sensitivity to issues related to literacy, immigrants, refugees, women, poverty, and mental illness.
- Commitment to the CMC mission and the values of the Sisters of Mercy.

### **Responsibilities:**

- Develop and maintain relationships with all refugee/immigrant/women stakeholders including service providers, landlords, and public officials.
- Develop and maintain a resource guide of all refugee/immigrant service providers and services accessed by women in the housing program.
- Engage with TAV Connect system to coordinate and track client referrals and follow-up.
- Establish point of contact for all service providers and document the intake/enrollment process.
- Develop and maintain Memorandum of Understanding with agencies as appropriate.

- Meet with CMC clients: residents, students, former R&P and MG clients, and immigrants/refugees residing in Cedar Rapids (and Iowa City as needed) to address needs by connecting with resources and identifying specific needs.
- Track and identify needs and gaps in services of immigrants, refugees and women.
- Track cases and types of navigation requests and referrals. Follow up to determine if client successfully accessed services.
- Convey information regarding services and opportunities for refugees, immigrants and women to connect with existing resources and community events/activities
- Act as point of contact for opportunities to engage with and support partner agency activities/events.
- Disseminate community activities and opportunities to provider mailing list.
- Encourage and facilitate civic engagement among immigrant/refugees
- Support dialogue and collaboration among service providers to identify and address key issues/gaps in services to Refugees/immigrants
- Support the coordination of meetings of community agencies and partners such as Immigrant Concerns meetings, Refugee Alliance and the RIS Quarterly Consultations.
- Assist in CMC awareness campaigns and activities in which CMC can support efforts to bring awareness to issues and identify opportunities/messages to convey to our constituents and the general public.
- Engage volunteers and volunteer groups to help refugees, immigrants and women to connect with local service providers and meet needs beyond those provided by CMC programs.
- Communicate and update staff regarding community resources and relationships.

### **General Agency Duties**

- Be able to explain CMC program information to students, tutors or others in the community.
- Present a positive image of the Center and its programs
- Contribute to the CMC newsletter, board/committee reports and other public information activities as needed.
- Assist in volunteer recruitment efforts.
- Assist with CMC fundraising efforts as needed.
- Serve on CMC event committees as needed
- Maintain clean and organized facilities including the storage and archives
- Assist with the shared staff responsibilities for security of the clients/volunteers and building
- Perform other duties as requested/assigned

### **Physical Work Requirements**

- While performing the duties of this job, the employee is regularly required to talk and hear.
- The employee regularly is required to stand, walk, sit for extended periods of time, work at a computer, and engage in repetitive hand and/or wrist movements.
- The employee occasionally lifts and/ or moves up to 40 lbs.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the job description and understand the responsibilities I am assuming in accepting this position.

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Name

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Date

Date Established: October 2017; revised June 2019