## Afghan Community Resource Navigator

## Position Summary

The Afghan Community Resource Navigator will provide direct support services to CMC clients, assisting them in overcoming language and cultural barriers while promoting community integration, employment, and self-sufficiency. The Navigator will use bilingual or multilingual skills to support clients through educational activities, employment support, and workshops, helping them understand and utilize CMC services and community resources. This role also includes communicating important information from educational sessions, job readiness activities, appointments, and paperwork to clients. The Navigator will collaborate with community partners, employers, volunteers, and CMC staff to ensure high-quality service delivery in support of client goals.

## Accountability:

The Afghan Community Resource Navigator is accountable to the Refugee and Immigrant Resource Manager.

## Qualifications:

- Bachelor's degree in Social Work, Psychology, Human Services, Political Science, or a related field, or equivalent relevant experience required.
- One to two years of experience providing social or employment services.
- Experience working with refugee and/or immigrant populations preferred.
- Fluency in Pashto or Dari preferred.
- Experience with case notes and completing applications for outside agencies.
- Knowledge of resources and programs available in Linn County and surrounding areas.
- Valid driver's license, personal transportation, and insurance required.
- Excellent verbal and written communication skills.
- Strong interpersonal skills and the ability to work effectively as part of a diverse team.
- Ability to build rapport with people of all ages, backgrounds, and economic circumstances, and treat others in a friendly, courteous, and respectful manner.
- Conflict resolution and problem-solving abilities.
- Flexibility to handle stress and adapt to new or undefined situations.
- Ability to maintain confidentiality regarding clients, volunteers, and agency matters.
- Strong organizational skills, with the ability to prioritize tasks and manage multiple projects.
- Self-motivated and capable of working independently with minimal supervision.
- Strong decision-making skills.
- Proficiency in Microsoft Word, Excel, PowerPoint, Google Workspace, and databases such as Salesforce, or the ability to learn new software.
- Professional representation of CMC and alignment with its mission and values.
- Commitment to CMC's mission and the values of the sisters of Mercy.

## Primary Responsibilities:

- Assist clients in following up on the status of important documents and completing public benefits applications (e.g., SNAP, Medicaid, state ID renewals, Social Security cards, SSI benefits, and rent assistance).
- Provide administrative support such as writing case notes and uploading documentation into case files and databases.
- Be able to provide training or presentation to the CMC clients
- Teach clients how to navigate public transportation, including routes to the CMC office, grocery stores, medical providers, and banks.
- Enroll families in English Language Training (ELT) classes.
- Support client intake for individuals not currently enrolled in CMC services.
- Submit completed intakes to the RN Program Manager for review and communicate with clients regarding program follow-ups and appointment scheduling.
- Enter intake data into program databases and input client information and case notes into Salesforce.
- Scan and electronically save client files and documents on the server, and file physical documents as necessary.
- Perform other duties as assigned.

## General Agency Duties:

- Clearly explain CMC programs and services to students, clients, volunteers, and the public.
- Represent CMC in a positive and professional manner.
- Provide guidance and support to volunteers and interns as appropriate; foster positive relationships and demonstrate appreciation.
- Contribute to internal and external communications, including the CMC newsletter, board/committee reports, and public information initiatives.
- Participate in fundraising events and serve on event committees as needed.
- Help maintain clean and organized facilities, including storage areas and archives.
- Share in the responsibility for ensuring the safety and security of clients, volunteers, and the building.
- Perform additional duties as requested or assigned.

## Physical Requirements:

- Must be able to speak and hear clearly.
- Regular activities include standing, walking, climbing stairs, sitting for extended periods, working at a computer, and performing repetitive hand/wrist movements.
- Occasionally required to lift and move up to 40 lbs.
- Physical demands listed are representative of those required to successfully perform the job; reasonable accommodations may be made for individuals with disabilities.

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

_____ _____

Name

Date

Date Established 9/2025