

**Title: Resource Navigator**

**Reports To: Program Manager**

**Department: Mission Programs**

**Date Created: January 2025**

**FLSA Status: Non-Exempt**

**Job Summary**:

The Resource Navigator at Uplift Northwest plays a critical role in cultivating strong formal and informal relationships with community-based organizations (with an emphasis on housing-stability partners), and advocating for Uplift Northwest participants and temporary workers as they balance the desire to work with the basic need of stable housing. Additionally, the Resource Navigator provides support for services and trainings within the Mission Programs department, provides individual case management, connects participants to vital resources and services, and collaborates with internal teams to ensure seamless program delivery, such as in training and housing-stability support.

**Essential Duties and Responsibilities:**

* Provide ongoing one-on-one support (routinely onsite at various locations) to participants and temporary workers, checking in regularly to track progress, offer guidance, and encouragement
* Collaborate with other Uplift Northwest full-time employees and external stakeholders to support individuals along their journey towards a living wage career path
* Maintain accurate records of participants and temporary employees’ interactions, referrals, and outcomes using the organization’s database.
* Educate participants on available programs and empower them to make informed decisions.
* Connect participants to external resources and facilitate referrals to partner organizations.
* Maintain up-to-date knowledge of community resources, including housing, healthcare, food assistance, job training, and legal services.
* Help build and maintain relationships with community partners to expand the network of available service, including conducting outreach and attending community events
* Assist in the implementation and management of Uplift Northwest’s training programs and support services
* Coordinate with instructors and program employees to address participant challenges or barriers
* Help manage resource materials and documentation to streamline service delivery.
* Other duties as assigned

**Key Skills & Abilities:**

* Culturally responsive, with an understanding of privilege and equity
* Strong communication (oral & written)
* Highly organized, detail-oriented, and able to manage multiple tasks
* Self-motivated with the ability to meet deadlines under pressure
* Effective in both independent and collaborative work
* Professional, adaptable, and customer service-oriented
* Skilled in handling confidential matters and de-escalating tense situations
* Proficient in MS Office (Word, Excel, Outlook, PowerPoint); Salesforce & TempWorks a plus

**Experience and Education:**

* A Bachelor’s in social work, human services, or a related field (equivalent work experience may be considered)
* Experience in the non-profit sector
* Experience working with underserved and marginalized populations, including those who are justice-impacted
* Knowledge of local community resources and services in the Seattle area
* Experience with teaching and/or housing services is a plus

**Salary & Benefit Information:**

* Salary range: $31-35/hr (Bonus incentive based on organizational goals, team goals, and individual goals)
* Medical, Dental and Vision
* Retirement Plans with matching program
* Generous paid holidays (12)
* Vacation and Sick Leave
* Paid parking or Orca card

**Physical Demands:**

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.

While performing the duties of this job, the employee is regularly required to sit, walk and use hands to handle or feel. The employee is required to talk and hear. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**Work Environment:**

The work environment encompasses both a general office setting and community-based locations, including clients' homes and outreach events. Work performed in the office is indoors, with a moderate noise level consisting of typical business sounds such as computers, printers, telephones, and personnel traffic.

At times, the role requires travel to various locations within the community, including private residences and public outreach sites. This may involve navigating different neighborhoods and adapting to diverse physical environments. Employees should be prepared to conduct on-site assessments and provide support in varied settings while maintaining professionalism and a client-focused approach.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**To Apply:**

Send cover letter and resume to maxc@upliftnw.org.

*Please note that applications will be reviewed no earlier than Wednesday, February 19.*