



POSITION DESCRIPTION: COMMUNITY NAVIGATION SPECIALIST

Special Kids Connect is a 501(c)(3) charitable organization whose mission is to develop resources, raise awareness and provide support for individuals with disabilities and their families.

Title: Community Navigation Specialist

Work Schedule: Full-time or Part-time

Work Site: Special Kids Connect, 1900 Garden Rd. #230, Monterey, CA and other locations within Monterey County, as described below

PRIMARY FUNCTION:

Under the direction of the Community Services Director or a designee of the Executive Director, the Community Navigation Specialist will provide system navigation support to families of individuals with disabilities in the community, empowering them to become self-advocates for services and supports from the regional center, their school district, county and state social service agencies, and local community-based organizations.

RESPONSIBILITIES:

SKC's Community Navigation Specialist position is an integral part of the Special Kids Connect team. Often a first point of contact with a family, Special Kids Connect's Community Navigation Specialist must be an individual with a high degree of professionalism and an equally high degree of empathy and compassion for the struggles faced by families of individuals with disabilities.

This job requires travel between the company's Monterey office and its Salinas and South County satellite locations, along with travel to support workshops and SKC programs taking place at other Monterey County locations, as needed.

Additional responsibilities of this position include, but are not limited to:

1. Professionally managing incoming calls from families, professionals, and other agencies to caringly connect them with the resource(s) they seek
2. Collaborating with the regional center, schools, social service agencies and community-based organizations to identify opportunities and develop innovative solutions for effectively supporting families
3. Developing workshop / training curriculum for parents/family members/professionals and create collateral/resource packets for attendees
4. Hosting and/or presenting workshops/trainings in person or virtually (via Zoom)
5. Providing wraparound support and care coordination to families with individuals who have special needs with the goal of empowering self-advocacy
6. Identifying families' needs and developing innovative solutions to meeting those needs (e.g., establishing parent support groups)
7. Providing translation support for Spanish-speaking families
8. Supporting the translation of documents / marketing materials and other print collateral from English to Spanish and vice versa
9. Maintaining accurate and up-to-date records in accordance with Special Kids Connect's client management system
10. Maintaining a high level of confidentiality regarding client information
11. Preparing, amending, and providing Spanish translation of written correspondence, policies and other materials as necessary
12. Support special projects as assigned

MINIMUM QUALIFICATIONS:

1. High school diploma or higher
2. Bilingual and biliterate in both Spanish and English, demonstrating proficiency in spelling and grammar for both languages
3. System navigation experience in one *or more* of the following: regional center services, special education, healthcare, social service support
4. Successful completion of pre-employment background checks and drug testing
5. Proof of COVID vaccination
6. Strong customer service and communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to recognize and work with confidential information
7. Ability to manage requests/needs of multiple families and work on multiple projects simultaneously
8. Ability to manage multiple tasks and achieve deadlines under pressure
9. Ability and means to travel on a flexible schedule as needed (Proof of liability and property damage insurance on vehicle used is required.)
10. Proficiency in MS Office products (Word, Excel, PowerPoint) and Google Drive with a willingness to learn additional programs, as needed
11. A detail-oriented, positive attitude conducive to working effectively as a team member
12. Familiarity with the internet, cloud sharing, and social media

DESIRED QUALIFICATIONS:

- Parent or caregiver of an individual with developmental delays, health care needs or disabilities
- Workshop presentative experience
- Nonprofit sector experience
- Experience with Salesforce or similar client data management system
- Experience with Adobe Creative Suite

COMPENSATION:

Compensation based upon education and experience

Health care package for full-time employment including vision and dental