

TITLE Financial Assistance Navigator

REPORTS TO Program Services Manager

JOB SUMMARY The Action Center has been in business over 50 years and is a well-known nonprofit located in Lakewood, CO. Our mission is to provide an immediate and compassionate response to those in our community experiencing hardship by providing resources and services to stabilize lives and promote pathways to lasting change.

This grant funded and temporary position will play a critical role in supporting the increased demand for financial assistance due to the COVID-19 pandemic. You will be focusing on providing rent assistance and bill pay assistance to Jefferson County residents who have been impacted by the COVID-19 virus pandemic. You will work as part of the Program Services team primarily processing rent assistance applications and emergency bill pay applications. Bilingual in Spanish and English is preferred.

CLASSIFICATION Full-time; non-exempt, temporary job, grant funded – pay - \$16.00/hour

DUTIES/RESPONSIBILITIES

- Administration of rental assistance through various grant funding sources to individuals living in Jefferson County.
- Maintain all necessary grant paperwork in an accurate and concise manner
- Screen clients for rental assistance eligibility
- Interview, assess and assist clients with rent assistance needs according to established procedures
- Provide additional and appropriate services, referrals and education to the applicant
- Determine eligibility and process applications for payments as part of the Action Center Emergency Assistance Bill Pay program
- Enter, edit and document client records in web-based data system
- Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma required, college degree preferred
- Prior administrative experience preferred
- Prior experience working with diverse populations, underserved populations and those experiencing homelessness preferred
- Experience and comfort communicating with people over the phone and through email.
- Ability to work independently and as a part of a team
- Basic competency in computer technology for communication and database entry
- Good organizational skills, ability and willingness to exercise initiative, work independently within a team framework, with great attention to detail
- Comfort and experience in having difficult conversations and verbal de-escalation techniques
- Bilingual in Spanish and English is preferred.

SUPERVISORY AND DECISION-MAKING AUTHORITY

N/A

PERSONAL CONTACTS AND PURPOSE

The Rent Assistance Navigator will work closely with participants, and other staff throughout the agency to accomplish objectives.

PHYSICAL DEMANDS

The work involves normal physical activity associated with an office environment.

WORK ENVIRONMENT

Work is primarily performed at a desk, in front of a computer and in an office environment

As an Employee at The Action Center, I have read and understand this Job Description. I understand that I am responsible for adhering to this document, including the sections listed under the areas of Duties & Responsibilities, Knowledge, Skills & Abilities, Physical Demands and Work Environment.

Print Name: _____

Signed: _____ Date: _____

DISCLAIMER: This is not necessarily an exhaustive list of all the responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job description or to require that other or different tasks be performed as assigned. This job description does not constitute a contract of employment and The Action Center may exercise its employment-at-will rights at any time.