



Community Assistance Teams of Flagstaff

Position: Outreach Service Navigator

Starting Pay: Hourly \$18.50-\$21.00 DOE

Hours: Part-time, Monday and Thursdays-9-5:30 plus 1 to 2 other weekdays (flexible)

Starting date: Immediate

Open until filled

Job Description

We are seeking a part-time, Outreach Service Navigator starting immediately, assisting unsheltered community members with basic needs and referrals to other agencies.

Organization

C.A.Ts' mission is to transform lives by empowering people with the tools to survive and thrive through the creation of community. We use the Diné term k'é to express our belief that we are all related and responsible for each other's well-being. Many people living unsheltered distrust mainstream social service agencies and don't connect with available resources. Our goal is to bridge that divide by providing low barrier access to services and encouraging people to connect with other providers. We have a particularly strong focus on connecting with Indigenous community members.

Program Description

The Outreach Program's purpose is to reach out to our unsheltered relatives by providing low barrier services including showers, hygiene supplies, a welcoming environment, and connections to other service providers. We operate the program from a mobile converted bus that is equipped with a shower as well as a pick up truck and shuttle bus. We park at different locations around the City of Flagstaff to meet people where they are and where we are needed.

In addition to providing for immediate needs, we engage with those who are living unsheltered in a welcoming, caring environment and provide information about other available services. C.A.Ts collaborates with other agencies to expand opportunities for both the agencies and the individuals who could benefit from their programs.

Job Duties and Responsibilities

The Outreach Service Navigator works under the supervision of the Assistant Director to assist unsheltered relatives to meet their basic needs and encourage them to engage with other providers. This is not an office job. Navigators work from the Outreach/Shower Bus to connect with unsheltered relatives. Specific duties may include any or all of the following:

- Stock outreach vehicle with products, fill water tanks, empty waste tanks
- Drive to/from the day's outreach location
- Set up pop up tent if needed

- Follow opening and closing procedures for the Bus. (This includes janitorial type functions)
- Maintain the bus in a clean and sanitary manner.
- Run errands, pick up and sort donations, obtain materials from other agencies
- Directly engage with unsheltered relatives in a non-invasive manner on the bus and by walking or bicycling in areas surrounding the day's bus location
- Distribute supplies to those in need
- Facilitate shower and bathroom use and ensure sanitation between use
- Maintain records of bus visitors and services provided
- Contact other service providers and assist bus visitors with referrals
- Supervise the activities of and work with C.A.Ts' volunteers
- Engage in community outreach and promote the activities of C.A.Ts in a positive manner
- Occasionally attend special events as directed
- Data entry
- Other duties as assigned.

Qualities and Experience

- Organized, timely, and dependable.
- Driver's license and clean driving record
- Dependable transportation
- Available on Mondays and Thursdays, plus at least one other weekday (flexible)
- High standards of cleanliness
- Prior experience in customer service fields, social work, homeless services
- Compassionate, nonjudgmental, patient, calm, tolerant, and good with people.
- Good communication skills.
- Able to work independently and problem-solve while also accepting supervision.
- Basic computer skills.
- GED or HS diploma.
- No active substance use disorder or current criminal justice case(s).
- No criminal history of violence, sex offenses or theft
- Standing and walking during most of the shift. Must be able to lift up to 45 lbs.
- Some knowledge and understanding of mental illness and behavioral health issues or willingness to learn.
- Cross cultural awareness and acceptance
- Navajo language skills preferred but not required

Please email a letter of interest and resume to: wendy@cats-of-flagstaff.org with the subject line "Outreach Service Navigator."

C.A.Ts reserves the right to withdraw this job notice at any time and/or to change the terms of the job description, hours or pay. Nothing in this job description shall be construed to constitute a contract or offer to contract. This is an at will position subject to termination with or without cause at the sole discretion of the Organization. C.A.Ts of Flagstaff does not condone discrimination of any kind and is committed to developing a diverse workforce.