



SUPPORT SERVICES NAVIGATOR

Full-Time; 40 Hrs. Weekly; 11-Month Position

Job Description | The Support Services Navigator coordinates and provides services for students that will help eliminate barriers and enable our women to prepare for employment. S/he works with the Essential Skills team and reports to the Director of Programs.

Employees of Caroline Center must possess a commitment to the mission, values and policies of Caroline Center and the School Sisters of Notre Dame.

Responsibilities |

- Implement the support services component of the program.
- Provide overall case management for members on an individual basis.
- Administer drug test for incoming and current students.
- Handle interactions with DSS on behalf of the students.
- Establish and maintain relationships with other agencies to link women to services.
- Conduct Life Skills classes, where appropriate.
- Keep accurate records and data on student support services rendered.
- Input and keep up-to-date records in Apricot.
- Recruit, supervise and evaluate social work and counseling interns from local colleges and universities.
- Establish and maintain network with other support and counseling service providers to refer women to services when necessary.
- Interface regularly with program team and other instructors and attend scheduled meetings.
- Perform related duties as required.

Education | Qualifications | Skills & Competencies

- Bachelor's degree or at least three years commensurate experience in case management and support services.
- Demonstrated experience working with support service organizations.
- Familiarity with videoconferencing tools, e.g., Zoom & Teams.
- Ability to relate to a variety of constituencies: diverse adult students, volunteers, and employers.
- Able to work as a strong part of a team that fulfills the mission and values of Caroline Center, while developing and maintaining constructive and cooperative working relationships with the students.

- Willing to work some flexible hours to accommodate Caroline Center programs and schedule, e.g., Halfway Hurrah, All-Staff Meetings, onboarding, etc.
- Flexible, patient, organized, creative thinker, problem solver and planner.
- Ability to work well with a team.
- Good oral and written communication skills.
- Committed to the empowerment of women.