



## Sunnyvale Community Services

725 Kifer Road, Sunnyvale, CA 94086 408.738.4321

Working to Prevent Homelessness and Hunger

# Community Navigator

## ABOUT US

Founded in 1970, Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency in the heart of Silicon Valley. Our mission is to prevent homelessness and hunger in our local community. We provide financial aid, food, case management, referrals, and other support, helping to stabilize families and support their goals of self-sufficiency. Our assistance prevents homelessness, hunger, malnutrition, and untreated medical conditions.

## Job Summary:

Work as a liaison between Sunnyvale Community Services (SCS) and community leaders who serve a variety of different populations in need. Meet with community leaders to educate them about the programs and services provided by SCS, so that they can share the information with their constituency. This position requires organizing meetings with community leaders and recruiting volunteers who can assist with communicating to populations in need. Ability to take knowledge of SCS programs and resources and put together informative and engaging presentations to community leaders and volunteers. This position requires strong oral and written communication skills in order to develop partnerships and effectively train community leaders.

## Duties and Responsibilities:

1. Coordinate and reach out to relevant community leaders and volunteers.
2. Communicate with volunteers and community leaders in a professional and constructive manner.
3. Plan and implement resource and program education seminars.
4. Develop and implement tracking spreadsheets to track data of how many people were successfully trained to become volunteer navigators.
5. Prepare and coordinate all educational events/seminars to ensure relevant and accurate information is conveyed to participants.
6. Enter data collected into appropriate database and provide required reports on a monthly/quarterly basis.
7. Keep open communication with community leaders and volunteers who may have immediate questions or situations that need to be addressed.
8. Create strong relationships with different service providers and have strong working knowledge of what services they provide.
9. Develop and implement reminder calls, postcards, emails procedure to stay in contact with trained volunteers and community leaders.
10. Create a system to check in with community leaders and service providers regularly to ensure having up-to-date and accurate information.
11. Develop and distribute fliers regarding large recruitment or educational seminars as needed.
12. Perform other related duties, responsibilities and special projects as assigned by Associate Director.

## Requirements:

1. Bachelor's degree in Social Work, Human Service or related field. Minimum of two years' experience in assisting people in need and/or community organizing. Bi-lingual, English/Spanish skills strongly preferred. Work experience in Santa Clara County strongly preferred.
2. Ability to handle multiple projects, meet deadlines, manage priorities and workflow, while maintaining a positive, patient and calm demeanor, and establishing a positive team spirit with colleagues.
3. Excellent data entry skills and ability to analyze data.
4. Excellent interpersonal, listening, and negotiating skills, the ability to build and maintain positive relationships internally and externally with a diverse range of people, and the ability to respond appropriately to sensitive and/or confidential information and requests.
5. Must possess outstanding verbal and written English communication skills in business.
6. Ability to exercise good judgment, take initiative and make diligent, thoughtful, independent and timely decisions
7. Computer literacy with proficiency in Word, Excel, PowerPoint and database programs
8. Ability to work some evenings and weekends
9. Must be able to pass a background investigation, such as criminal record, motor vehicle, and credit reports.
10. Possess a valid California Driver's License, automobile, and automobile insurance.

Working Conditions:

The Community Navigator will work a standard work week of 8:30am-5pm. Occasional evening and weekend work may be required as job duties demand. The Community Navigator will work in an office setting with moderate noise level and will be required to travel around the community.

Salary and Benefits: The salary range is \$50,000 - \$55,000 depending on education and experience. We offer a competitive benefits package including medical, dental, vision, vacation, and sick time.

Sunnyvale Community Services is an Equal Opportunity Employer.

For consideration, please submit resume and cover letter to [jobs@svcommunityservices.org](mailto:jobs@svcommunityservices.org).