



SUPPORT FOR FAMILIES
EDUCATION • EMPOWERMENT • EQUITY

Job Description

Bilingual Lead Community Navigator

Position Description

The Lead Community Navigator supports and educates families and self-advocates navigating Regional Center services (Golden Gate Regional Center) and generic and local community services within Marin, San Francisco and San Mateo County. The Lead Navigator provides information and resources based on current needs of families and self-advocates and assists in the development of community support systems and networks. The Lead Community Navigator works to empower families and self-advocates as they gain better access to resources and learn to navigate the systems available as well as works closely with the regional center to streamline the referral process and improve collaboration between local family resource centers and the regional center.

The Lead Community Navigator is an individual with lived experience and/or 3 years of professional experience in the areas of social services, mental health, special education, regional center services, and related fields with a fluency in Spanish and English. The Lead Community Navigator uses their experience and knowledge to assist with planning, problem solving, education and empowerment. More so, the Lead Community Navigator is involved in the operations and development of trainings, and educational and professional community engagement activities.

Mission: The purpose of Support for Families is to ensure that families of children with any kind of disability or special health care need, and the providers who serve them, have the knowledge and support to make informed choices that enhance children's development and well-being. We promote partnership with families, professionals and the community at large, because it is through partnership that we create a community where our children can flourish.

Role Responsibilities

- Provide information and support as families navigate services with providers in the community
- Provide training workshops related to Special Education, 504, IHSS, SSI, and other related generic services.

- Represent agency in the community; provide voice for appropriate services for children with disabilities and special needs
- Provides training around regional center eligibility, services, and vendor programs.
- Assist families and assess barriers impacting individuals to determine relevant service referrals and needs.
- Support groups of individuals, providing resources and referrals, follow-up contacts, and collaborate with community partners.
- Utilize proper channels of communication to express concerns or conflicts in a constructive manner, offering input into problem resolution.
- Acquire, maintain, and share current competencies in relation to services provided, including professional trainings and knowledge of a variety of community resources for families, youth, and adults.
- Demonstrate understanding, desire and ability to work with culturally, racially, economically and/or socially diverse populations.
- Plan, organize and prioritize responsibilities to ensure adequate, timely services to families
- Responsible for data collection and maintaining detailed notes about family interactions and contacts
- Attend scheduled staff meetings, community engagement meetings, regional center meetings and professional development trainings as assigned
- Provide other related duties as assigned or requested

Competencies

- Able to establish clear goals, timelines and boundaries with families
- Relates well to all kinds of people, inside and outside the organization; builds appropriate rapport
- Learns quickly when facing new problems; analyzes both successes and failures for clues about improvement
- Works with transparency and clear communication
- Comfortable partnering with parents and community partners in the design and delivery of services
- Works well within a team environment
- Knowledgeable of the range of as well as navigating the regional center system
- Culturally sensitive to the needs of people from diverse backgrounds as well as the layers of oppression that often impact families
- Strong organizational skills and attention to detail
- Comfortable with software and technology, including the Microsoft Office Suite, Salesforce, Zoom, and online grant systems
- Bilingual in Spanish and English required