

## Position Description



<b>Position Title</b>	Resettlement Navigator
<b>Program</b>	Refugee Response Initiative
<b>Reports to</b>	Program Manager and Site Supervisor

### Position Summary

The Resettlement Navigator will work to support the resettlement of Afghan evacuees upon their initial arrival to Minnesota as part of the Minnesota Department of Human Services' State Afghan Placement Assistance Program. The Resettlement Navigator will serve at a temporary stay site (hotel) and will be part of a team of onsite staff focused in several services areas: Housing Placement, Case Management, Community Orientation Workshops, and Youth/Kids Activities. The position will establish a relationship with each individual/family on their caseload and will work with individuals/families as they prepare to establish their new homes and lives in Minnesota. This is an AmeriCorps service member position with the Refugee Response Initiative Program.

### Essential Functions

- Create a welcoming environment for guests at the hotel site, and work to establish a positive relationship with all in caseload.
- Support participants with a variety of next steps related to resettlement. These next steps can include:
  - Case management needs, including preparing for arrival; providing airport reception; ensuring access to basic needs such as clothing, food and hygiene supplies; facilitating access to onsite services needed for initial resettlement; facilitating transitions to longer-term supports; communicating with family for follow up as needed for first 90 days in Minnesota.
  - Housing-related needs, including help in accessing onsite housing orientation classes, helping complete applications for housing, accompanying to view housing options, completing housing safety inspections, assisting with move-out of hotel and move-into housing, assisting with housing set-up and orientation, and facilitating landlord communications.
  - Community orientation needs, including accessing community orientation classes, helping access onsite kids activities so parents can attend class, assisting with class facilitation, facilitating public transit training and experiential practice, assisting with class tracking and attendance, and following up on class content with participants to individualize learning.
- Promote an environment that eliminates discrimination, harassment or favoritism of any sort and adheres to the zero tolerance policy; resolves staff conflicts and/or recognize when a conflict must be referred to a higher level; and models appropriate behavior and treat all workers with respect and dignity at all times.
- Serve as a liaison between the participant and the systems they are accessing, as necessary.
- Maintain a caseload of individuals and ensure consistent documentation of services provided, participant activities, and progress in obtaining systems and resources.

## Position Description Continued

- Maintain participant confidentiality at all times.
- Work collaboratively with other individuals who are helping participants with their goals (e.g., hotel site staff, case aides, and service providers).
- Participate in program and site training sessions and meetings, as required.
- Assist with statewide preparedness for, response to, and recovery from disasters which includes supporting organizations and communities in disaster relief activities related to COVID-19 closures and social distancing procedures.

### Non Essential Functions

- Act as an advocate and support participants who are accessing housing and other community resources.
- Attend service site-sponsored activities to represent the Refugee Response Initiative and promote services.
- Recruit and coordinate volunteers to support participants in their goals, as needed.

### Minimum Qualifications

- Must be 18 years of age or older by two weeks prior to your start date.
- Must have at least a high school diploma or its recognized equivalent by your start date.
- Must be either a citizen, national, or lawful permanent resident of the United States.
- Must pass mandatory National Service Criminal History background checks.
- Must not have served four or more prior terms of service with AmeriCorps State or National.
- Must speak, read, and write English fluently.
- Experience with professional computer skills and confidence using computers. Comfort and experience using Microsoft Office Suite (Word, Excel), completing internet searches and navigating resources online, completing data entry, experience with using e-mail regularly, including sending attachments, comfort with database and software use, and experience with using videoconferencing software and attending training online.
- Positions that require driving will require a valid driver's license and ability to pass a driving record check. Some positions require access to a personal vehicle for transportation.
- Strong interest in working with immigrant and refugee communities and affecting systems change at an interpersonal level.

Ampact will not discriminate for or against any AmeriCorps service member or applicant on the basis of race, color, creed, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, familial status, military service, or any other category protected by law.

Reasonable accommodations provided upon request. This document is available in alternative formats.