



Job Description Family Navigator

Employee Name:	Enter employee name	Effective Date:	Click here to enter a date
Division:	Child & Family Services	Program:	Early Childhood Connections
Position Code:	Enter the position code	FLSA Status (exempt/non-exempt):	Non-Exempt
Position Type:	Full Time	Shift:	Variable
Position Title:	Family Navigator	Location:	Variable rotating locations
	Enter functional title or N/A		

I) Job Purpose

Provides access and referral service coordination families that contact Help Me Grow through the phone line, web site, email or fax. Ensures that all contacts received are served timely and appropriately and in keeping with families' rights and needs. Connects callers to most appropriate internal and/or external resources. Works with families until ensured that all needs are being met or follow up is scheduled.

This position fully embraces the mission and 7 key principles for providing early intervention services in the natural environment.

II) Essential Functions

- A) Receives navigation referral contacts. Demonstrates excellent customer service as outline below.
- B) Researches and networks with referral sources in communities served by ECS. Accesses ECS, MHMR, community, state and national resource data bases and online live binders for referral sources.
- C) Ensures appropriate referrals are made both internally and externally.
- D) Maintains list of local programs and resources that have capacity to serve families.
- E) Follows up with families as needed to determine access and service provision.
- F) Documents calls and content of calls as required.
- G) Meets weekly with Navigation team and supervisor.
- H) Attends outside networking and referral source meetings as requested by supervisor.
- I) Works closely with ECS Quality Management Resource Specialist to share and network referral sources.
- J) Performs office based or community site screenings as requested by families or community partners.
- K) Performance standards are performed as applicable with MHMR's **We CARE** values "We Connect People in Our Community. We Provide Access to Services. We Link People to Resources. We Empower People."
- L) Perform other job duties or responsibilities as requested or assigned.

III) Knowledge of Laws, Regulations, Policies/Procedures, Skills, and Abilities

- A) Ability to complete all required training.
- B) Ability to build capacity of parents.
- C) Knowledge of children's conditions as they relate to learning, interpersonal, behavioral, and emotional problems; also, interventions appropriate to these conditions and problems.

- D) Knowledge of medical diagnoses and conditions and their impact on families.
- E) Knowledge of normal and abnormal child development and developmental delays, ages birth to five years old, including social-emotional development.
- F) Knowledge of good case management principles and exceptional knowledge of community resources: school district and TEA procedures, financial, medical and social/developmental as well as other community resources for intervention and ways to access them. Ability to network and communicate with other agencies to assist in meeting a child/family's need.
- G) Knowledge of family interventions and parent training.
- H) Knowledge of infant mental health and social emotional developmental research and intervention techniques strongly preferred, including Trust Based Relationship Intervention.
- I) Knowledge of protective factors and family-strengthening strategies.

IV) Internal & External Customer Service

- A) Ability to communicate effectively both orally and in writing. Ability to keep written documentation of work with the child and family in an accurate and timely manner. Above average record keeping, time management, and organizational skills.
- B) Ability to problem solve with families, paraprofessionals and professionals to meet a child's needs. Conflict resolution skills and motivational interviewing skills.
- C) Knowledge, skills and ability to work effectively with families/adults from various cultural, linguistic, socio-economic, cognitive, social-emotional and educational statuses.
- D) This position requires extensive internal (team members, agency personnel) and external (doctors, ISDs, day care providers, other agencies) contacts.
- E) The Call Center requires Navigators to be on the phones answering calls at least Monday – Friday 8:00am – 5:00pm unless otherwise approved by the Supervisor.
- F) Accommodating variable scheduling for families outside of normal business hours, must be approved by the Supervisor prior to deviating from the approved team schedule and call coverage expectations.

V) Travel

- A) This position requires periodic travel to community meetings in a personal vehicle and in sometimes difficult driving conditions or situations.

VI) Equipment Used

Personal Computer	Projector	Conference Calling Equipment
Printer	Fax Machine	
Copy Machine	Paper Shredder	
Calculator	Toys	
Agency Telephones	Scanner	

VII) Minimum Qualifications

- A) **Minimum Education:** Bachelor's degree in social work or human services field such as psychology, child development.
- B) **Defined Education:** None Required
- C) **Preferences:** bilingual and fluent in English/Spanish
- D) **Substitutions:**
- E) **Years' Experience:** 2 years work experience in early childhood development

- F) **Defined Experience:** Non Required
- G) **License/Certifications:** None Required
- H) **Special Courses:** None Required
- I) **Supervisory Experience:** None Required

VIII) Agency Requirements

- A) All staff are required to participate in agency Emergency Preparedness and Environmental Safety programs and may be assigned by their department as a key/essential staff level function during critical events or for the purpose of sustaining business continuity.
- B) This position may require temporary or permanent re-assignment to any MHMR Tarrant facility as determined by program needs and/or the Division/Director.
- C) Assigned work hours may change as the needs of the agency change.
- D) The Functional Title of this position may change as the needs of the agency change.
- E) All work will be completed within the scheduled work hours. All non-exempt (hourly) employees are expected to clock in and clock out for each work shift, no work should be done off the clock.
- F) Prior approval from supervisor is required for all Paid Time Off (PTO) and Overtime.
- G) MHMR reserves the right to change, add to or eliminate positions as it deems appropriate.
- H) Employment is at will, as well as agency needs may change.
- I) Agency dress code is to be followed at all times.
- J) Physical on-site presence, including regular attendance and punctuality, is an essential function of this position. Any changes or adjustments to your assigned work schedule or shift hours must be approved by your supervisor in advance.

IX) Occupational Demand Requirements

Note: Check the physical demands, mental requirements, and working conditions of the essential functions of the job. All jobs with the same job title must have the same requirements regardless if that requirement is not currently used by each employee in that position.

Physical Requirements	Other Requirements
<input checked="" type="checkbox"/> Bending (neck)	<input checked="" type="checkbox"/> Speaking/understanding English
<input checked="" type="checkbox"/> Bending (waist)	<input checked="" type="checkbox"/> Counting
<input checked="" type="checkbox"/> Climbing (stairs)	<input checked="" type="checkbox"/> Writing
<input checked="" type="checkbox"/> Climbing (ladders)	<input checked="" type="checkbox"/> Communicating orally
<input checked="" type="checkbox"/> Crawling	<input checked="" type="checkbox"/> Communicating electronically
<input checked="" type="checkbox"/> Dual, simultaneous, and simple grasping	<input checked="" type="checkbox"/> Performing calculations
<input checked="" type="checkbox"/> Handling objects	<input checked="" type="checkbox"/> Reasoning and analyzing
<input checked="" type="checkbox"/> Kneeling	<input checked="" type="checkbox"/> Reading and comprehending

- Operating mechanical equipment
- Operating motor equipment
- Operating office equipment
- Pushing
- Pulling straight and hand-over-hand
- Reaching (above/below shoulders)
- Sitting
- Squatting
- Standing
- Stooping

- Twisting (neck)
- Twisting (waist)
- Using fine finger movement (manual dexterity)
- Walking

Must be able to carry/lift loads of:

- Up to 15 lbs. Carry Lift
- 15 to 44 lbs. Carry Lift
- 45 to 75 lbs. Carry Lift

- Ability to see (with visual aid)
- Ability to see (without visual aid)
- Ability to perceive depth
- Ability to hear (with hearing aid)
- Ability to hear (without hearing aid)
- Ability to identify colors

- Accepting constructive criticism
- Maintaining regular onsite attendance

Work Site & Environmental Conditions

Note: This job may have potential occupational exposure to blood or other potentially infectious materials.

- Contact with water/liquids
- Exposure to dust, fumes, gases, or chemicals
- Exposure to excessive noises
- Exposure to variations in temperature that may not be independently controlled. (dampness, humidity, cold, heat, etc.)
- Exposure to unsanitary environments
- Exposure to high-crime environments
- Exposure to potentially hostile environments
- Exposure to radiant/electrical energy
- Exposure to silica, asbestos
- Indoor environments
- Outdoor environments
- Slippery/uneven walking surfaces
- Travel by motor vehicle
- Travel by plane
- Working alone

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Requirements listed are minimal. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

X) Supervisory Relations & Responsibilities

- A) Supervisors: Program Director Centralized Access & Navigation System

- B) Supervises: Non-applicable

- C) Management Responsibilities: Non-applicable

XI) Specialized Program Expectations

- A) Addendum required for Specialized Expectation
 YES NO
- B) Addendum attached
 YES NO
- C) Notes/Other: Family Navigators will be required to participate in on-site and office navigation with families when applicable. A hybrid schedule for providing services will include any variation of the following: attending community events; navigation at remote office locations; and work from home on a rotating schedule as deemed appropriate or necessary by Program Director of Centralized Access & Navigation System.

XII) Signatures

I have reviewed this job description, it has been discussed with me, and I understand the performance expected of me. The above job description is intended to describe the general nature and level of work being performed by an employee assigned this job. This information is not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Employee Name:	Enter employee name	Staff ID:	Enter Staff ID
Employee Signature:	_____	Date:	_____
Supervisor Name:	C. Leann Turbeville	Staff ID:	103945
Supervisor Signature:	_____	Date:	_____

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