

Resource Navigator

The SOURCE is a non-profit organization in Grand Rapids which works with employees of member companies to connect and maximize community resources. We focus on reducing barriers to employment and promoting economic security and career progression. This role would be located in Grand Rapids, MI.

Job Description:

This position will report to the Managing Director and will handle the following duties including, but not limited to:

- Confidential and timely client intake to ensure a positive client experience.
- Identify and communicate opportunities to improve the navigation processes to ensure efficiency and continuous improvement.
- Listen to and problem solve barriers for clients by identifying available benefits, programs and resources to ensure economic security.
- Work with employer's onsite to encourage and promote the use of navigation services.
- Gather and prepare data in regards to quality and utilization of services to ensure a return on investment for companies.
- Research and stay up to date on the available community resources to meet client needs.
- Communicate the benefits of the SOURCE to both employers, employees and community stakeholders to promote the growth of the organization.
- Engage other internal resource navigators to promote teamwork and collaboration.
- Work with other resource navigators to identify customized solutions for clients.
- Any other duties as described by supervisor.

Minimum Education/Experience and Competency Requirement:

- Four year college degree or equivalent experience (including degrees in but not limited to communications, sociology, psychology, non-profit/public administration)
- Proficiency in MS Office applications, particularly Word, Excel, PowerPoint, as well as Google sites and Internet.
- Strong empathy skills, experience to problem solve complex issues, ability to communicate across many stakeholder groups.
- Excellent ability to multi-task, organize and work with a degree of ambiguity.
- Weekly short-distance travel via personal vehicle (mileage reimbursed) to member companies and/or community engagement. Insurable driving record required.
- Ability to perform role with or without a reasonable accommodation.

Pay Range:

\$40,000/year, benefits package, mileage, cell phone stipend, wellness stipend

Contact:

Please send resume to: info@grsource.org. Position will remain open until filled