



JOB DESCRIPTION

Thrive Navigator	FLSA Status: Non-Exempt
Latest Review Date: 02.2026	Department: Family & Community Impact
Effective Date: 02.2026	Reports to: Thrive Coordinator

POSITION SUMMARY

THE NAVIGATOR IS RESPONSIBLE FOR PROVIDING SUPPORT AND GUIDANCE TO PARTICIPANTS, ASSESSING THEIR NEEDS, AND DEVELOPING A PLAN OF CARE THAT MEETS THOSE NEEDS. THE NAVIGATOR WILL WORK WITH PARTICIPANTS AND THEIR FAMILIES TO COORDINATE SERVICES AND RESOURCES AND ENSURE THAT PARTICIPANTS ARE RECEIVING **APPROPRIATE CARE**.

ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

Agency Specific:

- Must always maintain confidentiality
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency wide training courses
- Must travel extensively within and occasionally out of service area
- Establish a collaborative and communicative relationship with co-workers
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

Program Specific:

- Conduct assessments with individuals to assist in determining relevant resources and guide individuals through the resource connection process.
- Develop strong, trusting relationships with families served, and act as an advocate for vulnerable individuals.
- Serve as a bridge between individuals and providers to increase family involvement in their care plans.
- Coordinate measures to ensure individuals have proper access to resources and treatment options.
- Maintain detailed documentation of work with each participant, utilizing designated case management system as trained to comply with federal grant regulations.
- Update case management system on a regular basis to reflect progress, in compliance with monthly reporting requirements based on performance indicators.
- Refer individuals to appropriate outside organizations: provide follow-up to ensure the individual's needs are met and outcomes of these services provide support for the individual to achieve their goals.
- Empower families to lead themselves and hold participants accountable to follow-through on the plans they have developed.
- Advocate for families in all areas of their life. Provide support to participants at court sessions, DCFS hearings, and the like.
- Report back regularly to designated individuals regarding participants' progression and participation.
- You must be comfortable working with families in any of the following environments: jails, ACC offices, DCFS offices, courts, Family Shelters.
- Develop and maintain trust and positive relationships with Thrive partners and stakeholders.
- Develop working relationships with other Navigators and community service providers.
- Participate in Thrive and Restore Hope meetings and trainings.

- Promote organization and community collaboration.
- Conduct oneself in a manner consistent with the professional standards of Restore Hope.
- Other job duties as assigned.

SUPERVISORY RESPONSIBILITIES

NA

REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

- Bachelor's degree in social work, criminal justice, or a related human services field, and one year of work or personal experience working with vulnerable individuals preferred.
- Experience will be considered in the place of a formal degree with some college and 2-3 years of work or personal experience working with vulnerable individuals or lived experience with sustained stability.
- Bonus: Work experience with the criminal justice population and/or knowledge of the criminal justice system in Iowa.

Additional Requirements:

We are looking for individuals who are: meticulous, self-motivated, problem solvers, flexible, organized, learn quickly, efficient, able to effectively communicate with all stakeholders, able to effectively prioritize tasks, multitask, and technologically proficient.

CERTIFICATES, LICENSES & REGISTRATIONS

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by ***Northeast Iowa Community Action Corporation*** on an "at will" basis.

Signature _____ Date_____

Print Name _____