



Job Description – Community Navigator Specialist

United Way of Midland’s (UWM) COMMUNITY NAVIGATOR SPECIALIST position is full-time. This position works with the Community Engagement team. The role reports to the Director of Community Engagement.

PURPOSE OF POSITION:

The position coordinates capacity building and innovation efforts for nonprofits working on measures that align with UWM's Engagement agenda and our associated outcomes framework through the use of Navigator services. This position works with community partners and internal teams to identify, cultivate, and/or develop high-functioning nonprofit partners, delivering innovative and collaborative solutions into which the UWM can invest.

CLASSIFICATION:

Non-Exempt

KEY RESPONSIBILITY AREA: PB CONNECT COMMUNITY NAVIGATOR, TRAINING, AND BUILDING AND MAINTAINING PARTNERSHIPS WITH COMMUNITY-BASED ORGANIZATIONS

This position coordinates capacity-building offerings that support local nonprofits who align with our engagement agenda, ensuring UWM is partnering with high-functioning Community-Based Organizations (CBO). This position works to ensure UWM intentionally builds capacity in historically marginalized nonprofits and communities, actively executing our Commitment to Inclusive Excellence.

SPECIFIC DUTIES:

- The role will assist and coordinate training sessions, including 2-Gen Focus and Parent groups and PBConnect.org training.
- Build awareness of PB Connect to UWM staff, UWM board, stakeholders, and the community.
- Assist UWM in the expansion of the PB Connect closed-loop referral system.
- Work with UWM funded organization, current Community-Based Organizations, and new organizations to gain access to a suite of tools to receive referrals, close the loop on referrals, build teams to coordinate and respond to referrals, and gain insight on a number of analytics related to their programs listed on the PB Connect platform.
- Build partnerships and recruit community-based organizations to use the PB Connect system to accept referrals from the community to their program(s).
- Help organizations implement PB Connect into their workflows, provide technical support of the platform, and conduct training on the PB Connect platform.
- Build and maintain productive relationships with nonprofit partners.
- Provide training to CBO partners and wider community on PB Connect, the referral process, and the suite of tools it offers.
- Attend community events to build awareness about PB Connect and bring in new partners.
- Work closely with the Community Engagement Director and assist in conducting strategic planning for the community engagement team.
- Facilitate professional development and engagement opportunities for the PB Connect system.
- Continuously collect qualitative and quantitative data from the community.

- Coordinate, create, and take lead on the 2-1-1 Community Directory project every two years.
- Manage and track callers with social service requests by utilizing pbconnect.org, ensuring thorough documentation, referrals, and follow-up to effectively close each case.
- Help with the Program, Innovative grants, Initiatives, and EFSP funding processes, such as e-C Impact set-up/close out, meetings, trainings, site visits, and document reviews.
- Participate in the Midland Youth Coalition workgroup, HEB Feast of Sharing, Start Smart, and other community-based committees or coalitions that pertain to the position.
- Participate and assist in weekly staff meetings with United Way staff.
- Coordinate or participate in the planning of UWM's Day of Caring / Week of Caring.
- Submit weekly, monthly, annual, and semi-annual reports, along with time studies and goals as requested, to the Director of Community Engagement to support goal tracking and progress assessment.
- Coordinate with the UWM Marketing and Communications team on coalition-wide communications.
- Coordinate with the UWM Donor Relations and UWM Community Engagement Specialist on shareable data for funded related projects, reporting, events, and event planning.
- Coordinate with the UWM Finance Director and the UWM President/CEO to provide assistance as needed with FindHelp contracts, audits, financials, board of directors, and other items as they deem necessary.
- Participate in our Commitment to Inclusive Excellence activities such as the UWM Community Impact Coalition meetings, events, programs, initiatives, training, and planning sessions.
- Coordinate state-wide nonprofit support efforts with UWTX, UWW, and other United Ways.
- Attend UWM, United Way Texas, United Way Worldwide, FindHelp, e-C Impact, and other training to increase knowledge base, professional development, or certification.

ADMINISTRATIVE & OPERATIONAL RELATED RESPONSIBILITIES FOR COMMUNITY NAVIGATOR MEETINGS:

- Host and prepare for FindHelp or pbconnect.org meetings.
Duties may include:
 - Arrange logistics of meetings, including scheduling participation of members.
 - Assist with details and coordination of meeting guests.
 - Provide support with preparing content.
 - Print, compile and distribute materials.
 - Virtual Meetings - Set-up Zoom (schedule on zoom account and share the link)
 - In Person Meetings - Prepare the room before and after meetings and order and arrange for the delivery of food or other needed items.
 - Take notes at meetings and prepare drafts of minutes.
 - Coordinate completion of follow-up tasks from the meetings.
- Order or procure promotional items needed for trainings, fairs, or events, with the approval of the UWM Director of Community Engagement & UWM Finance Director.
- Other duties as assigned.

COMMUNICATIONS & OUTREACH:

- In partnership with the UWM Community Engagement Coordinator and UWM Director of Marketing & Special Events, help develop communication plans to advance UWM's support of nonprofits.
- Maintain content for the monthly newsletter to hand off to the UWM Marketing team.
- Develop and write email communications to nonprofit partners.
- Collaborate with the UWM Marketing team around relevant social media postings.
- Respond to partner inquiries in a timely manner.
- Conduct and manage surveys and feedback.

- Inform and educate the community on pbconnect.org.

CORE COMPETENCIES FOR THIS ROLE ON THE ENGAGEMENT TEAM:

- Ability to work with a team (UWM staff, UWM Engagement team, and the Community) as assigned.
- Mission-Focus
- Effective Communication
- Collaboration
- Data-driven Decision Making
- Project Management
- Organizational Skills
- Flexibility and Adaptability
- Initiative
- Problem-solving Skills
- Leadership Skills
- Technology Savvy
- Human-centered Perspective
- Ability to ask for help where needed.
- Attention to detail.

JOB REQUIREMENTS:

- Minimum of two (2) years of innovation, nonprofit, or community-based coordination or leadership experience.
- Bachelor's degree preferred.
- Interest in community-based and equity-based grantmaking.
- Interest in strategic and analytical skills and creative problem-solving ability, with the ability to analyze data when making decisions.
- Excellent organizational skills and judgment; ability to prioritize work, manage time and multiple priorities, and meet deadlines—attention to detail and accuracy; the ability to set realistic goals and objectives.
- Demonstrated ability to handle sensitive information effectively and confidentially; politically savvy.
- Strong written communication skills, along with effective oral communication.
- Excellent computer skills, including working knowledge of Microsoft Office Suite and comfort with technology and database management.
- Interest in the philanthropic or social sector and UWM's work.

POSITION TYPE/EXPECTED HOURS OF WORK:

This is a full-time position. UWM office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. Occasional early morning, evening, and weekend work may be required as job duties demand.

TRAVEL:

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

ABOUT UNITED WAY OF MIDLAND:

The mission of the United Way of Midland is to improve the quality of life in Midland by uniting community resources with identified needs.

United Way of Midland works with community partners in supporting programs and services that target identified needs by focusing on the building blocks for a better life: a quality education that leads to stable employment, financial independence, sufficient housing to support a family and sound emotional and physical health. United Way of Midland connects the dots between our community's issues and real solutions made possible with the gifts of time, talent, and financial resources. Together, we help change the story. For more information, visit <https://www.uwmidland.org>.

Revised by ME: 11/18/24