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| Position Title | Family Coach Navigator |
| Program | Resettlement Corps |
| Reports to | Program Coach and Site Supervisor |

Position Summary

Family Coach Navigators serve to make a difference for the long-term resettlement of immigrants and refugees in Minnesota. The Family Coach Navigator is placed at a service site. In close collaboration with Resettlement Network coaches, they will establish a relationship with each family on their caseload and support their long-term individual and family educational goals, develop their understanding of education systems and opportunities, and support their continued integration into communities. This is an AmeriCorps service member position with the AmeriCorps program, Resettlement Corps.

Essential Functions

Family Goal Support

- Support and mentor K-12 participants through educational coaching and individual or group homework help sessions to promote progress toward their goals, including academic, emotional, social, and behavioral success in school.
- Establish a trusting relationship with clients using a person-centered approach, while maintaining appropriate boundaries.
- Work with youth ages 15-24 to identify and access opportunities for post-high school education, training, and employment.
- Work with adults to identify and access opportunities for vocational training and career advancement.
- Refer families to additional Resettlement Network services and resources as needed to address household needs and barriers.

Education Engagement and Support

- Collaborate with other Family Coach Navigators to develop and facilitate an after-school tutoring and homework help program for K-12 participants at the schools they attend.
- Identify school sites and work with after-school coordinators to implement the program and register participants.
- Co-facilitate weekly or twice-weekly homework help sessions to promote students' academic and social-emotional engagement.
- Identify opportunities for community partners to provide supplemental support to K-12 participants in after-school tutoring programs, such as group healing circles with mental health providers.
- Support parents with understanding the educational system and opportunities available to their children enrolled in school. Support parents' involvement in their children's education including navigating academic platforms, accessing important information, and tracking their students' progress.
- Recruit and coordinate volunteer tutors to support participants in their goals, as needed.

Community Engagement and Integration

- Support participants with activities that promote community engagement, including researching and identifying opportunities for community engagement for youth and adults on caseload based on their goals.
- Conduct outreach to community organizations to promote engagement with clients on caseload based on client goals.
- Serve as a liaison between clients and the systems they are accessing, as necessary.

Data Management and Confidentiality

- Maintain documentation of services provided, participant activities, and progress toward goals.
- Provide complete, accurate, and timely documentation of data using required data systems.
- Maintain participant confidentiality at all times.

Communication

- Create a welcoming environment for clients, and work to establish a relationship with all in caseload.
- Practice inclusive and thoughtful behavior in building rapport with clients, site stakeholders and program staff; maintain professional boundaries.
- Communicate regularly and effectively with program staff and site personnel.

Attendance

- Demonstrate regular, timely attendance and adherence to hours as scheduled.
- Commit to service for the full-service term, serving the total commitment of hours within the term.
- Participate in all required Ampact sponsored training sessions, meetings, and coaching sessions, travel as necessary.
- Represent Ampact at site-sponsored activities and provide education about Resettlement Corps and resettlement-related services. Recruit community volunteers to participate in site-based events or programming.
- Actively participate in service projects and commemorating days such as Martin Luther King, Jr. Day (as applicable). These may include evening and/or weekend hours.
- Be an ambassador of the program by submitting member stories and participating in outreach activities.

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 Checks.
- Must not have served four or more prior terms of service with AmeriCorps State or National.
- 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, using e-mail regularly including sending attachments, using databases and software, 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.

Preferred Qualifications

- Lived experience as an immigrant, refugee, and/or asylee to the United States
- Proficiency in a language(s) other than English

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