

Position Description



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

Position Summary

The Family Coach Navigator supports the long-term resettlement of immigrants and refugees in Minnesota. In close collaboration with Resettlement Network coaches, this position will establish a relationship with each family on their caseload and support their long-term individual and family 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 Minnesota Resettlement Corps.

Essential Functions

Family Goal Support

- Support K-12 clients through coaching sessions to promote progress toward their goals, including academic, emotional, social, and behavioral success in school.
- Support and mentor youth ages 15-24 with goals associated with transitioning out of high school, including preparing for career pathways, employment, and post-secondary education opportunities (college, vocational).
- Support and mentor adults with vocational, career, and educational goals.
- Work with Resettlement Network coaches to implement step-by-step plans to help participants achieve their goals.
- Collaborate with coaches to connect families with Resettlement Network services and resources as needed to address household needs and barriers.

Education Engagement and Support

- 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.
- 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.

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 the participant and the systems they are accessing, as necessary.
- Recruit and coordinate volunteers to support participants in their goals, as needed.

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 and Professional Conduct

- Create a welcoming environment for clients, and work to establish a relationship with all in caseload.
- Respond to client, potential client, pro-bono attorney, community, and partner inquiries and appropriately refer questions higher in the agency as needed.
- Work collaboratively with other individuals who are helping clients with their goals (e.g., other programs at host site, Resettlement Network partners, community service providers).
- Promote an environment that eliminates discrimination, harassment or favoritism of any sort and adheres to site and Ampact policy. Resolve conflicts and recognize when a conflict must be referred to a higher level. Model appropriate behavior and treat all clients and colleagues with respect and dignity at all times.

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 training sessions, meetings, and coaching sessions; travel as necessary.
- 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.
- Attend service site-sponsored activities to represent the Resettlement Corps and promote services.
- Be an ambassador of the program by submitting Great 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