

Position Description



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

Position Summary

The Resettlement Navigator supports the long-term resettlement of refugees and immigrants in Minnesota. The Resettlement Navigator is placed at a service site that is part of the Minnesota Resettlement Programs Office network of resettlement service providers. This position will help participant newcomers to Minnesota navigate a variety of resources in their community, which may include employment, housing, education, health, legal services, and/or community resources. This is an AmeriCorps service member position with the AmeriCorps program, Resettlement Corps.

Essential Functions

Resettlement Navigation Support: Resettlement Navigators provide direct services to support refugees and immigrants in Minnesota. The navigation services provided by Resettlement Navigators vary by service site, but will include one or more of the following categories:

- **Resource Navigation Support**
 - Conduct an intake with participants to assess needs, strengths, preferences, and potential barriers.
 - Establish a trusting relationship with participants using a person-centered approach, while also maintaining appropriate boundaries.
 - Set individual goals with each participant and establish an action plan to determine next steps.
 - Research and track resources; update shared resource bank accordingly.
 - Guide clients through available resources and connect them with relevant individuals or agencies to support their goals, such as other programs within the host site, Resettlement Network partners, and community service providers.
 - Develop, support, and/or lead workshops, such as work readiness, community orientation, homework help sessions, or other resource workshops.
 - Recruit and coordinate volunteers to support participants in their goals, as needed.
- **Employment Services**
 - Connect participants with supports that address employment or job retention barriers, including supporting job search activities and connecting participants with employers.
 - Research and track employer outreach; update shared bank of active job leads, focusing on upgrade opportunities.
 - Conduct research and organize upcoming job fairs, communicate with organizers to gather details about employers, share details with participants and site staff, and recruit participants and/or employers to participate.
- **Housing Services**
 - Provide support to participants in stabilizing their current housing or securing new housing when necessary to promote stability.
 - Address immediate housing concerns and work towards promoting stability for individuals and families.
 - ⇨ Assist participants in effective communication with landlords and property managers and guide them in the process of requesting repairs and addressing housing-related issues.

- Assist participants in accessing assistance programs, including but not limited to rental assistance, public housing programs, public benefits, energy assistance, and Women, Infants and Children (WIC) programs.
- Help participants understand the housing system, including leases (content, renewal, giving notice, etc.), paying rent, utility payments, and the rules and processes of rental housing (mail, laundry, common spaces, trash, recycling, quiet hours, supervision of children, etc.).
- **Legal Services**
 - Assist with the preparation and filing of immigration applications including work authorization, lawful permanent residency, and citizenship.
 - Assist with the management of complex matching processes to ensure participants are connected to the legal assistance they need.
 - Respond to participant, potential participant, pro-bono attorney, community, and partner inquiries and appropriately refer questions higher in the agency as needed.
- **Education Services**
 - Support and mentor K-12 participants through educational coaching and homework help sessions to promote progress toward their goals, including academic, emotional, social, and behavioral success in school.
 - Work with youth ages 15-24 and/or adults to identify and access opportunities for post-high school education, vocational training, and career advancement.
 - Support caregivers with understanding the educational system and opportunities available to their children enrolled in school.
- **Community Orientation**
 - Provide individualized assistance to refugees attending Community Orientation Workshops to support their transition to life in the U.S. Workshops topics include using public transportation, housing, public benefits, safety, management of finances, public schools and education, preparing for work, and cultural values.
 - Review workshop curricula and materials to standardize content and design. Identify and create or procure additional teaching tools and example materials related to workshop topics.
- **Health Services**
 - Collaborate with Community Health Workers to facilitate and aid in the delivery of health education sessions to community members and contribute to efforts in building self-management skills among patients to promote healthier choices and improved health outcomes.
 - Work closely with the health team in ensuring the timely provision of health support for new arrivals with acute and chronic health needs.
 - Participate in outreach activities to raise awareness about health education sessions and self-management programs aimed at fostering positive lifestyle changes.

Communication

- Practice inclusive and thoughtful behavior in building rapport with program participants, site stakeholders, and program staff; maintain professional boundaries.
- Communicate regularly and effectively with program staff, and site personnel.
- Report data in online systems in a timely and accurate manner.
- Maintain confidentiality of any personally identifiable information 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 Ampact-sponsored training sessions, meetings, and coaching sessions, travel as necessary.
- Represent Ampact at site-sponsored activities and provide education about Resettlement Corps and local

resettlement initiatives. 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).
- Be an ambassador of the program by submitting service 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 and 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