

CITY OF CHATTANOOGA

Classification Specification Title: FJC Navigator

Department: Executive Branch

Pay Grade: GS.06

Supervision Received From: Client Services Supervisor

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 4/1/21

Revision Dates: 4/2/25;

10/20/23; 1/12/23

CLASSIFICATION SUMMARY:

Incumbents in this classification provide professional-level work involving the provision of triage, navigation, support, referral, and follow-up within the Family Justice Center and its onsite and offsite partner organizations. This position serves as the portal of entry and contact for clients in need of services. Work involves establishing a trusting relationship with clients and building collaborative relationships with FJC partners and other community resources. Navigators may link clients to services based on information provided by the client.

The navigator may also provide safety planning as necessary. Navigators follow-up to ensure clients have connected with the resources requested. If the services were not obtained or the client was unable to contact the service provider the navigator will continue to look for other options until the client's needs have been met or are no longer requested. Building rapport with clients is an essential part of the navigator function. This position may be court-based or FJC based.

SERIES LEVEL: This is a stand-alone position.

ESSENTIAL FUNCTIONS: *(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)*

Provide immediate support, crisis intervention, needs/risk assessment, safety planning and referrals to victims of Domestic Violence, Elder Abuse, Human Trafficking.

If court based: Attend court generally ½ day M-F to receive referrals from court personnel or Judges and interview survivors to determine needs and potential services available, assisting clients in connecting to the various programs, services and providing follow-up support in an effort to help clients understand and access the full range of services available.

Provide information concerning options for filing criminal and civil orders of protection and drafting Safety Plans (Court accompaniment may be provided at the request of a partner agency).

Build and maintain effective working partnerships with court personnel, judges, and law enforcement personnel.

Provide crisis intervention as needed, help victims identify and access appropriate services for themselves and their children if applicable through an individualized navigation plan.

Provide follow up services to assure on-going support and links to appropriate services that include the FJC onsite and offsite partners.

Provide awareness and training to FJC partners and other community-based organizations.

Maintain confidential client records.

May coordinate and/or participate in meetings, seminars, conferences, training sessions and/or other related events in order to receive and convey information.

Enter and maintain information into applicable databases and/or other computerized systems to collect and maintain records and information in the assigned area of responsibility.

Provide support and follow-up for Lethality Assessment Protocol and participate in coordination of Domestic Assault Response Team.

Assist in training and oversight of volunteers and interns assigned.

Serve as backup for front desk, KidZone, and navigator team including court navigator.

Participate in evaluating program effectiveness.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: Bachelor's Degree in Social Work/Human Services or Criminal Justice or related field or any equivalent combination of education, training/experience sufficient to successfully perform the essential duties of the job. Examples of relevant experience include working with victims of domestic violence and their children, victims of sexual assault, victims of child abuse and exploitation and victims of elder abuse.

LICENSING AND CERTIFICATIONS: Bilingual in Spanish is preferred.

SUPPLEMENTAL INFORMATION:

Knowledge of local and statewide domestic violence resources; community demographics; customer service principles; problem-solving methods; and applicable Federal, State, and local laws, codes, regulations, policies, rules, and regulations.

Knowledge of the criminal justice system.

Knowledge of best practices relating to family violence which includes identification, safety, confidentiality, and program development.

Ability to work as part of a fast-paced multi-disciplinary team which includes the ability to establish and maintain effective working relationships with diverse persons including law enforcement, criminal justice professionals, social service agencies, and other systems that impact service delivery for victims of child abuse, domestic and sexual violence, and elder abuse.

Skill in working independently or in a team environment; organizing, planning, and prioritizing work; strong problem solving; excellent written and verbal communication; using a computer and related software applications; building relationships; facilitating meetings; exercising good judgment and effective decision making; sensitivity to changing situations.

Ability to deal with persons experiencing stress and the ability to communicate effectively in challenging client situations with an understanding of the practice of trauma-informed care.

PHYSICAL DEMANDS: Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.