

EPIC `Ohana

Job Title: Youth Partner Navigator (Oahu, Part-time)

Employment Type: Part-Time

FLSA Status: Non-exempt

Department: Youth Partner

Reports To: Youth Partner Manager

Job Summary

POSITION SUMMARY

The Youth Partner Navigator supports transition-age youth who are currently or formerly in foster care to access the resources, services, and supports they need to reach their goals and navigate adulthood. Working alongside the Youth Partner, the YP Navigator helps youth overcome barriers, navigate eligibility requirements and service systems, obtain vital documents, and connect to both immediate and sustainable long-term resources. The YP Navigator also helps identify appropriate uses of flex funds to address immediate needs that may prevent youth from accessing or maintaining essential supports.

The Youth Partner Navigator must demonstrate an active commitment to the EPIC `Ohana, Inc. mission and vision, and to strive to incorporate EPIC `Ohana, Inc.'s values¹ in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Connect youth to community resources, services, benefits, and supports related to housing, education, employment, and other areas important to their goals. This may include providing transportation for youth or meeting them at the community site.
- Work alongside Youth Partners to identify and address barriers that may prevent youth from accessing or maintaining needed resources.
- Help youth navigate eligibility requirements, applications, referrals, and other processes required to access services.
- Support youth in obtaining vital documents, including birth certificates, Social Security cards, and other records needed to access services and opportunities.
- Help youth to understand and navigate systems and programs that support their transition from foster care to adulthood.
- Identify immediate needs and collaborate with the Youth Partner and YP Manager to determine when flex funds may be appropriate to address barriers such as transportation, documentation fees, or other urgent needs.
- Support youth in connecting to sustainable, long-term resources that can continue beyond temporary or flexible funding,
- Maintain current knowledge of community resources, eligibility requirements, and programs available to transition-age youth.
- Collaborate with Youth Partners, EPIC `Ohana staff, and community providers to coordinate

resources and strengthen support for youth.

- Responsible for inputting case notes, intake information, and case closure notes for all inquiries.
- General office work as needed (filing, phone calls, database work, faxing and typing).

OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Regular attendance, required.
- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Addresses appropriate needs with supervisor and/or manager.

WORKING CONDITIONS

- Work Hours: Normal hours for the EPIC office are Monday through Friday 7:00 a.m. to 5:30 p.m. Employees may start as early as 7:00 a.m. or as late as 9:00 a.m. The end time for an employee's work shift will be based on the employee's designated start time.
- Must be flexible with work schedule, pending the need to deliver services outside the normal work shift. Hours may include weekend and evening hours.
- This job operates in a professional office environment.
- The physical exertion is moderate.

EQUIPMENT USED

- Must be proficient with computer use, including word processing, spreadsheets, map reading, email, and database usage.
- Maintain a moderate working knowledge of computers for data entry.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

Mental Demands

- Must be self-directed, organized, and able to work independently.
- Must have excellent problem solving skills.
- Must work well under the pressure of meeting multiple deadlines in a fast-paced environment.
- Must have strong writing skills and be able to write clearly and accurately.
- Must have the willingness to be flexible and adaptable in a fast-paced environment.
- Must be able to support diversity in the workplace and serve a diverse population.
- Must be able to comprehend complex information such as social work reports and court documents.
- Must be approachable, non-judgmental, organized, and have a strength-based view of youth and families.

- Must be emotionally mature, objective, and support of people and their problems.
- Must have the ability to nurture and maintain positive relationships with all stakeholders, including the ability to engage family members from diverse communities.
- Must have the ability to work cooperatively with representatives of other agencies.
- Must have an attitude of continual learning.
- Must be able to synthesize and summarize complex information in ways that are understandable to family members and professionals.

Communication Demands

- Must have the ability to speak and write clearly.
- Must have a direct yet sensitive communication style.
- Must have strong communication skills and a strong ability to support and engage positively with community providers, professionals, social workers, service providers, and families.

Essential Duties

- ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:
 - Connect youth to community resources, services, benefits, and supports related to housing, education, employment, and other areas important to their goals. This may include providing transportation for youth or meeting them at the community site.
 - Work alongside Youth Partners to identify and address barriers that may prevent youth from accessing or maintaining needed resources.
 - Help youth navigate eligibility requirements, applications, referrals, and other processes required to access services.
 - Support youth in obtaining vital documents, including birth certificates, Social Security cards, and other records needed to access services and opportunities.
 - Help youth to understand and navigate systems and programs that support their transition from foster care to adulthood.
 - Identify immediate needs and collaborate with the Youth Partner and YP Manager to determine when flex funds may be appropriate to address barriers such as transportation, documentation fees, or other urgent needs.
 - Support youth in connecting to sustainable, long-term resources that can continue beyond temporary or flexible funding,
 - Maintain current knowledge of community resources, eligibility requirements, and programs available to transition-age youth.
 - Collaborate with Youth Partners, EPIC `Ohana staff, and community providers to coordinate resources and strengthen support for youth.
 - Responsible for inputting case notes, intake information, and case closure notes for all inquiries.
- General office work as needed (filing, phone calls, database work, faxing and typing).

Secondary Duties

- OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Regular attendance, required.
- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate at trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Addresses appropriate needs with supervisor and/or manager.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

Must have a high school diploma and a minimum of one (1) year related experience and/or training.

Lived experience as a youth in a complex, youth serving systems, particularly in child welfare, preferred.

Prior youth advocacy experience desirable.

Behavioral Characteristics

- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will

understand.

- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking -- Talking to others to convey information effectively.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Reasoning Ability

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention -- The ability to concentrate on a task over a period of time without being distracted.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Updating and Using Relevant Knowledge -- Keeping up-to-date technically and applying new knowledge to your job.
- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Mathematical Skills

- Minimum skills -- Ability to add and subtract two digit numbers and to multiply and divide with

tens and hundreds. Understanding of units of American currency, weight, volume and distance.

Computer Skills

- Word processing software
- Microsoft Office Applications including Outlook, Teams, etc.

Certification and Licensing

- -Current First Aid and CPR certification, preferred. Additional training will be provided.
- Current Driver's License (Class 3), Current Auto Insurance, and Acceptable Driving Abstract

Tools & Technology

- Access to insured, reliable vehicle.
- Must have a strong working knowledge of Microsoft Office Suite and Outlook.