Position Title: Navigator
Program/Department: Business Pathways host of the Women’s Business Center
Reports To: Business Consultant Manager
FLSA/ Status: Nonexempt/ Full time
Job Grade: 3
Hiring Range: $40,000 - $44,000 per year
Revised: February 2020

WHO WE ARE
Mi Casa Resource Center (MCRC) is committed to creating pathways of opportunity for low-income and underserved individuals. For more than 40 years, we have provided nationally recognized workforce, business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area’s most respected organizations to provide economic and educational services to assist families to achieve their economic goals and realize their dreams.

MCRC’s suite of business services support entrepreneurs through all stages of business development helping them explore, launch, and grow their business through training and technical assistance, personalized consulting, access to capital, and holistic support services, with a significant portion of our content provided in Spanish. As the host of Colorado’s only Women’s Business Center (WBC), MCRC partners with the U.S. Small Business Administration (SBA) to help underserved entrepreneurs establish and grow businesses. In our business pathways work, we also partner with the US Patent & Trademarks Office (USPTO) to pair low-income inventors in five states with patent practitioners for patent preparation and legal services on a pro-bono (free) basis.

POSITION SUMMARY
The Navigator helps connect Business participants to multiple services and programs within MCRC as well as to other community resources, and tracks program impacts over time. This position also contributes to community referral and support of MCRC’s Resource partners. This person is actively involved with business owners who are seeking to start and grow a business and acts as liaison between them, the business consultants and MCRC’s Resource partners.

KEY RESPONSIBILITIES
Leadership
- Supervises BSW/ MSW interns as needed

Participant Interaction
- Works one-on-one with Business Pathways participants to identify personal barriers to participant economic success.
- Collaborates with participants to identify resources to remove barriers and supports participants to over barriers to economic stability.
- Navigates Business program participants to appropriate resources.
- Conducts ongoing follow-up for participants on their caseload throughout their time at MCRC.
- Meets individually with business participants to provide support and resources.
Operational Tasks
• Works with members of the Business Development team to coordinate services for participants.
• Participates in team & agency meetings and committees

Independent Judgement
• Uses discretion in determining best ways to support participants

Evaluation
• Oversees timely, accurate, and detailed maintenance of files on all participants
• Performs data entry of information generated during their navigation sessions.
• Tracks data and prepares reports as needed.
• Works with team members to oversee and implement evaluation efforts.
• Provides data, information and success stories for SBA quarterly reports

Fundraising & Grants Management
• Contributes to and participates in fundraising efforts and events of the agency, as needed

REQUIRED QUALIFICATIONS
• A Bachelor’s in human services, social work, social services or a related field.
• Two to four years of experience working with low-income and diverse populations.
• Two years of case management experience.
• Bilingual English/Spanish required.
• Knowledge of entrepreneurship and small business development; a plus.
• Knowledge of Denver-area community-based organizations and resources.
• Valid Colorado driver’s license and a good motor vehicle record.
• Computer experience with word processing, spreadsheet and database management.
• Occasional evening and weekend work.

KEY COMPETENCIES
• Interpersonal communication
• Strength-based approach
• Respect for low-income and diverse communities
• Understanding of the barriers facing people living in poverty

*Mi Casa Resource Center is an equal opportunity employer.*
Interested persons should email a cover letter and resume to jobs@MiCasaResourceCenter.org by March 18, 2020.