



A voice and a hub for the Latino community  
as we advocate on behalf of our people  
and work to achieve social justice.

## Job Description

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**Position Title:** Family Navigator (TOTEM)

**FLSA Status:** FULL TIME, non-exempt

**Department:** Human Services / Francis Martinez

**Reports to:** Director of Human Services

**Pay Range:** \$25.00/hour

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### MISSION STATEMENT:

As an organization grounded in the Latino community of Washington State, it is the mission of El Centro de la Raza (The Center for People of All Races) build the Beloved Community\* through unifying all racial and economic sectors; to organize, empower, and defend the basic human rights of our most vulnerable and marginalized populations; and to bring critical consciousness, justice, dignity, and equity to all the peoples of the world.

### JOB SUMMARY:

The Family Navigator will support, educate and advocate for up to (50) Totem families whose student is enrolled in the TOTEM/ECDLR After School and Summer Learning programs. Families will learn to independently navigate the school systems that provides needed student services. These systems include but are not limited to Totem Middle School, feeder High School, and the Federal Way School District. At a minimum, support includes; information about rights and responsibilities of families within the school system, accessing student grades, available resources and other services and/or resources identified by families. This job description is not designed to contain a comprehensive listing of all regular activities, duties or responsibilities that may be required. Duties, responsibilities and activities may change at any time with or without notice. Requires a 6 month evaluation period.

### ESSENTIAL QUALIFICATIONS:

- B.A. degree in a related field.
- M.A degree in a related field preferred.
- (3) Three or more years of nonprofit experience or other relevant experience working in social services.
- Strong classroom presentation skills virtually and in person.
- Bilingual Spanish/English; required both written and oral fluency.
- Familiarity with Latino community, immigrant communities and/or diverse communities.
- Strong computer skills in Virtual platforms, Microsoft Word, Excel and Outlook, Databases
- Strong organizational and interpersonal skills
- Must have work experience in an office environment and adhere to office protocol.

### ESSENTIAL FUNCTIONS:

- Design and implement a linguistically and culturally appropriate outreach plan to parents, guardians and families for daily one to one and monthly workshop engagement.
- Work with each family to create a needs assessment and goal-setting plan.
- Plan, coordinate and deliver a virtual or in-person monthly families inter active workshops, beginning with an orientation held in September, (virtual if needed).
- Recruit participants of the group orientations to schedule follow-up one-on-one sessions.
- Conduct a survey rating services received.

- Provide ongoing navigation support for families as they work their way through the school system. TOTEM FAMILY NAVIGATOR
- Conduct regular follow-up with families until they have successfully completed their plan.
- Work with school counselors and/or administrators as necessary.
- Track participant progress, number of participants, sessions attended, hours involved, and number of activities during program enrollment.
- Engage in partnerships and collaborations with other organizations.
- Attend weekly virtual and/or on-person meetings with supervisor. Attend Charlas and department staff meetings.
- Provide program reports, monthly narratives, success stories and program performance report for the Board of Directors.
- Refer qualified participants to El Centro's other wraparound services, including Financial Empowerment and Immigrant Family Safety Planning.
- Prepare end of year demographics report, site visit information, and other required documentation. • Enter program data into Salesforce database on a monthly basis.
- Perform other duties and responsibilities as assigned.
- Performs other related duties as assigned by the Director of Human Services.

#### **SKILLS/TECHNICAL KNOWLEDGE:**

- Must be able to work in a multi-cultural/multi-ethnic environment.
- Must be able to work with participants from a variety of ethnic and cultural backgrounds.
- Must be able to maintain effective relationships with co-workers, participants, community representatives and the general public.
- Must perform in a professional manner at all times

#### **WORKING CONDITIONS:**

Works in a general office environment and a classroom environment at EL Centro de la Raza. Works a minimum of 40 hours per week. May require a flexible schedule. May work different hours on different days. May require some local travel.

- Remote work eligible: Hybrid (please describe in detail the hours the employee is expected to work from their alternate work site; e.g. 2 days in office, 3 days work from home 8:00a.m. – 5:00p.m.
  - El Centro reserves the right to change any or all conditions under which this position is permitted to work remotely or withdraw permission to work remotely with or without advance notice.

#### **PHYSICAL REQUIREMENTS:**

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis
- Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead
- Ability to operate telephone, desktop or laptop computer
- Ability to lift up to 30lbs
- Ability to drive youth van occasionally

#### **Equal Employment Opportunity and Accommodation Statement:**

El Centro de la Raza provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color,



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religion, age, sex, national origin, disability status, genetics,  
protected veteran status, sexual orientation, gender identity or  
expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement,  
promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Qualified individuals must be able to perform the essential duties of the position with or without  
accommodation. A qualified person with a disability may request a modification or adjustment to the job  
or work environment in order to meet the requirements of the position. El Centro de la Raza will attempt  
to satisfy requests as long as the accommodation needed is a reasonable and no undue hardship would  
result.

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Employee Signature

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Date

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Supervisor Signature

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Date

cc HR, personnel file

REV: 07/2021