



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

Position Title: Benefits Enrollment Navigator (South King County)

FLSA Status: FULL TIME, non-exempt

Department: Human Services /Frances Martinez

Reports to: Director of Human Services

Pay Range: \$25.00/hour

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 SKC Benefits Enrollment Navigator is responsible for assisting individuals residing in Burien, Sea Tac, Tukwila, Federal Way, Auburn, and Des Moines with enrolling into eligible programs; that may include rental assistance, Covid relief assistance, unemployment, SNAP, and others. Assists and supports client to understanding eligibility requirements, technology and completing and submitting paperwork. Supports clients during the decision and appeals process to ensure receipt of financial assistance.

This position is located at El Centro de la Raza's Seattle office. 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.
- (1) One 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:

- Inform, engage, assist and support vulnerable individuals and households, to apply for, receive and retain available benefits to increase financial and household stability. Focus area of work as designated in contract, King County Districts, 2, 4, 5, 6, 7, 8 and 9.
- Work with ECDLR's Government Benefits, Community Connectors and Navigators program coordinators for cross referrals and participant follow up. Schedule regular presence at required south king county funders meetings and community partners.
- Create culturally and linguistically appropriate marketing and outreach materials; identify highly Latinx population areas within South King County, design an approved outreach and recruitment plan enrollment plan to meet outcomes outlines in each contract.

Community Action Agency • United Way Agency • Affiliate of UnidosU
2524 16th Ave South Seattle, WA 98144 • P: (206) 957-4605 • F: (206) 329-0786
www.elcentrodelaraza.org • 501c(3) Nonprofit Tax ID: 91-0899927

- Conduct a participant intake and assessment to determine eligibility, collect client information and relevant documents. BENEFITS ENROLLMENT NAVIGATOR-South King County
- Assist client with the application process to receive available benefits that include SNAP (formerly Food Stamps), rent assistance, unemployment, TANF, WIC, LIHEAP, utilities assistance, childcare, child support, housing subsidies and services, SSI, medical assistance, employment and other relevant programs.
- Provide one-on-one technical guidance during supplemental processes such as appeal applications, advising on court processes and explaining follow-up procedures.
- Refer no less than 85% of clients to internal El Centro de la Raza programs, track outcomes. As needed provide referral for client to external supportive services and partners as needed. Track outcomes.
- Provide translation as needed.
- Monitor and report weekly to Human Services Director regarding the client application status and conduct weekly follow-up with clients as needed.
- Meet with the Human Services Director on a weekly basis for program review.
- Collect, track and measure all participant data and prepare required program reports including a monthly narrative, success stories, and a program performance report for Board of Directors. Enter all client information accurately into Salesforce on a monthly basis.
- Meet all deliverables and outcomes specified.
- Perform other duties and responsibilities as assigned.

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: Yes. Eligible to work remote full-time until further notice. May be required to work in office @ our Federal Way location occasionally.
 - 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 25 lbs.

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.

Employee Signature

Date

Supervisor Signature

Date

cc HR, personnel file

REV: 07/2021