



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 Navigator-Plaza Maestas and El Patio

Shelton & Ferdinand Houses

FLSA Status: FULL TIME, non-exempt

Department: Housing & Economic
Development

Reports to: Plaza Roberto Maestas Community
Manager

Pay Range: \$28.85/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:

This position supports tenants with outreach, assessment, and navigation of relevant services to support residents of El Centro de la Raza's affordable housing developments (Plaza Roberto Maestas, El Patio and Shelton & Ferdinand Houses). The position support tenants with information navigation, referrals, and support, including those negatively impacted by the Covid-19 pandemic. The position will provide overall support for the Community Manager, assisting with inquiries concerning rental assistance, completing rental assistance applications, collecting, verifying, and submitting required documentation. The Benefits Navigator-Plaza Maestas and El Patio will provide information about internal and external community resources and work with the Community manager to verify rental arrears, and related financial hardships caused by the Covid-19 pandemic.

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:

- Conducts outreach to residents of Plaza RobertoMaestas and El Patio apartments.
- Conducts intake to determine specific needs and assessment of eligibility for supportive programs including food, rental, and employment services. Refers to other El Centro de laRaza programs as applicable.
- Provides one-on-one technical guidance during application and other processes.
- Conducts regular follow-up with individuals and families.
- Assists Community Manager with data collection, tracking and reporting.

- Assists Community Manager with other projects and events to support residents.
- Attends weekly meetings with Property Management, Housing and Economic Development teams and organization-wide meetings.
- Provide one on one assistance with job search and creating and updating resumes.
- Responsibilities and location may change due to remote work as required by COVID-19 safety protocols.
- Assists Community Manager with other property management related tasks.
- 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 monthly.
- Inform, engage, assist, and support vulnerable individuals and households, to apply for, receive and retain available benefits to increase financial and household stability.
- 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.
- Create culturally and linguistically appropriate marketing and outreach materials.
- Work with ECDLR's Government Benefits, Community Connectors and Navigators program coordinators for cross referrals and participant follow up.
- 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 monthly
- Provide translation as needed.
- 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 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 Part-Time until further notice. 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 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, 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 to meet the requirements of the position. El Centro de la Raza will attempt to satisfy requests if the accommodation needed is a reasonable and no undue hardship would result.

Covid-19 Vaccination Requirement:

This position is subject to the City of Seattle and/or King County requirement(s) for contractors to be fully vaccinated against COVID-19. As a public entity interacting with the public, all our staff must be vaccinated. Failure to submit proof of vaccination will result in the withdrawal of a job offer.

El Centro de la Raza offers the following benefits to full-time:

- Medical and Dental Insurance with competitive employee and family rates.
- Basic Life insurance provided at no cost to employee; option to buy up for additional coverage.
- 401(k) plan with 5% employer contribution; eligible to participate after six months of employment; eligible for employer contribution after first year of employment with El Centro.
- 12 days of sick/safe pay time each calendar year (accrued by pay period); Eligible to take accrued leave after 90 days of employment.
- 15 days of vacation accrued by pay period; start accruing upon hire; eligible to take after 6 months of employment plus a floating holiday and birthday off.
- 9 days of paid holidays have been established by El Centro de la Raza + 5 days paid time off during the last week of December.
- Employment Assistant Program for all employees our EAP offers help with mental health, stress, grief and loss, illness or trauma, relationship conflicts, financial guidance, life adjustments, and more.

Employee Signature

Date

Supervisor Signature

Date

cc HR, personnel file

REV: 11/2021

Community Action Agency • United Way Agency • Affiliate of Unidos US
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