



POSITION TITLE:	Bilingual Community Resource Navigator (Spanish)	REPORTS TO:	HR & Operations Manager
EMPLOYMENT TYPE:	Regular-Full Time, Non-Exempt	SALARY :	\$48,000-50,000/yr

JOB SUMMARY:

Tacoma Community House is a highly regarded, community-driven service center dedicated to supporting immigrants, refugees, and individuals from the South Sound community in their quest for personal growth and empowerment. Established in 1910, we have been instrumental in equipping community members with the necessary skills to adapt to a new culture and achieve remarkable personal and professional accomplishments. Through our comprehensive programs and services, we inspire and enable individuals to forge their own paths to success and fulfillment.

The Community Resource Navigator will provide accessible, light-touch case management to support community members in identifying needs and connecting to appropriate resources. This role emphasizes short-term guidance, referrals, and follow-up to ensure individuals can access the right supports quickly, while promoting independence and self-advocacy.

KEY RESPONSIBILITIES

1. Client Engagement

- Welcome and orient community members to available services.
- Build rapport through approachable, trauma-informed, and culturally responsive interactions.
- Provide information, referrals, and brief check-ins as needed.

2. Resource Navigation

- Assist clients in identifying immediate needs in areas such as housing, food, healthcare, employment, education, or legal services.
- Provide light-touch support for applications, scheduling, or resource connections.
- Conduct warm handoffs to partners or internal staff when more intensive services are needed.

3. Short-Term Case Support

- Maintain a caseload of 50 active clients for short-term follow-up to confirm connections to resources were successful.
- Encourage clients to build skills in navigating systems independently.
- Recognize when to transition clients to more intensive case management.

4. Documentation and Reporting

- a. Maintain accurate, timely, and confidential records of all client interactions, referrals, and outcomes using the Vision Link system.
 - b. Track and report client progress toward goals and social determinant outcomes for evaluation and reporting purposes.
 - c. Ensure documentation meets funder and program requirements.
 - d. Contribute to grant and board reports, program audits, and funding requirements as needed.
5. **Professional Development and Collaboration**
- a. Attend trainings, team meetings, and Forum sessions regularly to enhance skills and stay informed on best practices.
 - b. Participate in outreach events, fairs, and community engagement opportunities.
 - c. Collaborate closely with internal program staff, social workers, case managers, and external providers to ensure coordinated care.
 - d. Support and coordinate in-house health fairs and resource fairs alongside CHW team.
 - e. Uphold ethical standards and maintain client confidentiality in accordance with organizational policies and HIPAA requirements.
 - f. Embrace other duties as assigned, demonstrating flexibility and a willingness to contribute to the equitable advancement of the agency

REQUIREMENTS

Personal –

- Passion for the mission and vision of Tacoma Community House
- Demonstrated ability to establish rapport with diverse groups of people across the community from different social, cultural, economic, and educational backgrounds
- Deep respect and compassion for underserved communities and adult learners
- Commitment to inclusivity and equity, as a goal and an approach
- Detail-oriented with high level of accuracy
- Dedication to maintaining confidentiality and the ability to determine how it must be applied
- Desire to innovate and implement ideas resourcefully, as an individual contributor and within the team
- High degree of emotional maturity and cultural competence, particularly as it relates to working with LGBTQIA+ populations, people of color, and at-risk youth and young adults
- A clear understanding of, and the ability to demonstrate, professional ethics, boundaries and judgment
- Willingness to admit mistakes and learn new things

Experience & Skills –

- Bilingual in English and Spanish or Ukrainian with proven ability to communicate fluently both verbally and in written form in both languages
- High school diploma, GED, or pass assessment at interview
- Preference given to candidates with previous health/social services experience, but we will also accept a candidate with general work experience combined with formal education focused on health/social services
- • Valid driver's license, clean driving record, and reliable transportation
- Ability to work collaboratively with community partners, including employers, clients, government agencies, and service providers
- Highly proficient computer skills, including presentations and data entry

- Comprehensive proficiency in Microsoft Suites
- Ability to work independently in a collaborative team environment
- Ability to adapt to changing needs, priorities, and timelines
- Ability to respond quickly to critical situations and make sound decisions
- Ability to work well under pressure, to rapidly assess problems, to develop solutions, and to deploy limited resources effectively

Other –

- Willingness to submit a background check and openly discuss

PREFERRED QUALIFICATIONS

- Experience working in a culturally diverse environment with people from a variety of cultural, educational, and economic backgrounds
- Knowledge and experience with financial management tools and resources
- Knowledge of Pierce County resources for low-income populations
- Knowledge and understanding of Pierce County's immigrant and refugee population
- Knowledge of and/or formal training the following areas: Equity, inclusion, and anti-racist practices; Cultural competency in issues faced by immigrants, refugees, youth and young adults, victims of crime, and LGBTQ individuals
- Experience implementing program guidelines while establishing and maintaining effective working relationships with clients

PHYSICAL REQUIREMENTS & WORK CONDITIONS

- While performing the duties of this job, the employee is regularly required to:
- Remain in a stationary position for extended periods of time
- Operate a computer and other office equipment, such as copy machine or calculator
- Traverse around the building from one room to another
- Access files and/or supplies in cabinets and/or drawers close to the ground
- Communicate with coworkers and with clients whose primary language may not be English
- Review electronic and physical data for accuracy

While performing the duties of this job, the employee may occasionally be required to:

- Transport up to 20 pounds at a time
- Access files and/or supplies in tall cabinets
- Use metal fasteners in file folders

This position works indoors, primarily in an office environment with a low level of noise but occasionally in a classroom or lobby setting with higher noise levels. There may be opportunities for this position to work remotely on occasion and/or to work a flexible schedule, with supervisor approval and depending on the needs of the department. Individuals in this position may be expected to navigate difficult and uncomfortable situations while working with participants who have suffered trauma.

We strongly encourage individuals with personal, shared, or lived experience as an immigrant, refugee, or formerly homeless young adult to apply for these positions. We recognize the value of diverse perspectives and believe that firsthand knowledge of the challenges faced by our participants will

greatly contribute to the success of our mission.

APPLICATION PROCESS

Please e-mail a resume and brief cover letter that *specifically addresses how your background makes you the best fit* for this position to Jobs@TacomaCommunityHouse.org. References will be requested.

WHY WORK AT TACOMA COMMUNITY HOUSE?

Your paycheck is only part of your total compensation package. Employees also have access to a benefits package worth about 30% of their salary.

Insurance – We offer a comprehensive healthcare benefits package including medical, dental, and basic life insurance.

Retirement – Tacoma Community House employees may participate in a 403b plan which includes generous support from the Agency after 1 year of service.

Paid Leave – Leave benefits include 24 days of paid time off in the first year and 11 paid holidays.

We Are a Welcoming Workplace

Inclusion and empowerment are an integral part of who we are – our history, our culture, our identity. These values lead us in our operations as we strive to build and nurture a workforce that reflects the communities we serve and connects in our dedication to equity and social justice.

Tacoma Community House is an Equal Opportunity Employer

In our relationships with staff, our participants, and our community, Tacoma Community House does not discriminate on the basis of race, color, sex, religion, creed, age, national origin, marital or military status, sexual orientation, gender identity, the presence or perception of any sensory, mental, or physical disability, genetic information, or any other status or characteristic protected by local, state or federal law. Applicants in need of accommodation are encouraged to call (253) 383-3951.