



Jewish Family Services mission is to help individuals and families achieve economic self-sufficiency and emotional stability. Supporting the Central Ohio community since 1908, we help people find good jobs and companies find the right talent; support seniors and caregivers in navigating the challenges of aging; connect people to community resources; empower family self-sufficiency through financial counseling; and provide opportunities for volunteers to give back.

We serve individuals of all faiths, races, ages, economic circumstances, sexual orientation and gender identities. Our dedicated and talented staff reflects the diverse communities we serve. Jewish Family Services has been recently recognized as a Top Workplace in Central Ohio as well as for innovating through technology and championing diversity.

SERVICE NAVIGATOR

The Service Navigator will serve as the first point of contact for individuals and families connecting with Jewish Family Services for assistance. They will ensure potential clients feel welcomed, empowered, and connected while linking them to internal and external programs and service areas. This role will initially report to both the Chief Program Officer- Community and Chief Program Officer- Workforce to best position their impact across all service areas.

This is a full-time (37.5 hours per week) position; pay is commensurate with experience.

Preferred Qualifications

- Demonstrated customer service orientation
- Prior experience with case management systems and/or data collection
- Minimum Associate's Degree or equivalent work experience in human services or related field
- Excellent written and oral communications skills; high level of demonstrated attention to detail, accuracy, and thoroughness
- Strong problem solving, organizational and time-management skills; demonstrated ability to handle multiple priorities at once
- Demonstrated knowledge of and support for Jewish Family Services' mission, value statements, service standards, confidentiality standards, and policies and procedures
- Task and goal orientation with experience handling individualized work as part of a larger team and/or initiative
- Thorough appreciation of and commitment to diversity
- Desire to make a difference and to advance our mission

Essential Job Responsibilities

- Maintain and ensure client confidentiality

- Manage new intakes through [Wayfynder](#), follow ups, and referrals to program areas
- Support intakes for [Project EM](#), a national job initiative with [NJHSA](#) partner agencies
- Conduct phone screenings and provide referrals to both internal and external programs and resources, in real time, for those inquiring about services
- Assist in onboarding and/or training staff on Wayfynder and case management tools
- Participate regularly in interdisciplinary team case reviews
- Remain current on agency programs and eligibility
- Assist in preparing reports, presentations, and other materials tracking client trends, needs, and referrals to community partners

Jewish Family Services has a mandatory COVID-19 vaccination policy, available on request.

To apply, please send resume and cover letter to hireing@jpscolumbus.org,
Attn: *Melissa Starr, Chief Program Officer*



WE BELIEVE

that we should treat ourselves and each other with dignity and respect.

WE BELIEVE

that all people, no matter how different, are connected.

WE BELIEVE

that people should feel safe in their homes and community.

WE BELIEVE

that we have a communal responsibility to stand up for each other, especially for those among us who are vulnerable.

WE BELIEVE

that we should speak honestly, straightforwardly and respectfully.

WE BELIEVE

that we should respect and accept our neighbors as ourselves.

WE BELIEVE

in being fully engaged and "all in."
