



JEWISH FAMILY SERVICES

Jewish Family Services helps individuals and families achieve economic self-sufficiency and emotional stability. Supporting the Central Ohio Community since 1908, Jewish Family Services helps people find good jobs and companies find the right talent; supports seniors and caregivers in navigating the challenges of aging; connects people to community resources; empowers family self-sufficiency through financial counseling; and provides opportunities for volunteers to give back.

We welcome individuals of all faiths, races, ages, economic circumstances, sexual orientation and gender identities. Our dedicated and talented staff reflects the diverse communities we serve.

Service Navigator II

The Service Navigator II will join a team that serves 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. The Service Navigator II will assist individuals reporting housing stability concerns, and work directly with agency clients to process applications for emergency rent and utility assistance (ERA).

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
- Active Community Health Worker certification in the State of Ohio or equal experience social/human services
- 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
- Task and goal oriented with experience managing individualized work as part of a larger team and/or initiative

Essential Job Responsibilities

- In conjunction with Service Navigator I, manages potential client intakes via [Wayfinder](#) or phone calls – conducts follow ups, and referrals to JFS program areas or community partners
- Enter and manage client data in multiple data systems, eg. CaseWorthy, Clarity,

Wayfynder, Allita, etc.

- Attend all meetings and trainings hosted by the Central Ohio Stable Housing Network to stay up to date on program guidelines and changes across all community partners; complete all certification requirements
- Complete rental and utility assistance applications in Allita360 and ensure all documentation follows ERA guidelines with submission in a timely manner
- Participates regularly with an interdisciplinary team case review; assist agency staff with locating appropriate referrals for client needs
- Remains current on agency programs and eligibility, as well as community resources
- Assists in preparation of reports, presentations, and other materials tracking client trends, needs, and referrals to community partners
- Represents Jewish Family Services at community outreach events and resource fairs; occasional evening and weekend hours required
- Demonstrate support of and adheres to Jewish Family Services' mission, value statements, service standards, confidentiality standards, and policies and procedures

To apply, please send resume and cover letter to hireing@jfscolumbus.org, Attn: *Lydia Daniels, Manager of Family Stabilization Services*



WE BELIEVE

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

WE BELIEVE

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

WE BELIEVE

we should speak honestly, straightforwardly and respectfully.

WE BELIEVE

all people, no matter how different, are connected.

WE BELIEVE

we should respect and accept our neighbors as ourselves.

WE BELIEVE

people, should feel safe in their homes and community.

WE BELIEVE

in being fully engaged and being *all in*.