



Position Title: Mobile Client Navigator

Position Type: 40 hours per week

Job Description: The Client Navigator will provide survivor-driven advocacy, trauma-informed assessments, and case management to crime victims, their families, unhoused individuals, and community members in need of resources and support. Responsibilities include crisis intervention, risk and needs assessment, safety planning, ongoing case management, short-term housing advocacy, and intensive resource and referral services.

The successful candidate must be able to work independently, be self-motivated, and demonstrate an ability to engage effectively with the homeless population to provide essential resources and support. This position may rotate between Woodland, Davis, and Knights Landing.

The ideal candidate will foster an environment where all clients feel welcome, safe, and respected when accessing Empower Yolo offices. A commitment to cultural humility and sensitivity in working with diverse populations is essential.

Reports To: Director of Community Engagement and Client Services

Pay: \$20 an hour (+ \$.50 bilingual incentive) + benefits (medical, dental, vision, life insurance, and 403(b) match)

Job Responsibilities:

- **Risk assessments and safety planning:** Assess each client for issues related to risk of further abuse; provide options in planning for personal safety on an ongoing basis; develop individual case plans that prioritize needs and coordinate necessary services specific to each client.
- **Crisis intervention and peer counseling:** Provide survivors and their support networks with intensive strength-based, solutions-oriented services; maintain confidentiality.
- **Client advocacy:** Assist clients in obtaining services or exercising their rights with agencies and service providers in the community; provide support addressing housing, legal, immigration and other emergency needs; emergency food and clothing; and conduct community outreach and referrals.
- **Working with the unhoused population:** Offer tailored advocacy and resources to individuals experiencing homelessness, ensuring access to essential services.

- **Indirect Services:** Maintain accurate client records, complete data entry, and participate in team meetings. Provide culturally competent services to the community while maintaining client data securely. May include administration tasks including sorting mail, filing data, organizing pantry and cleaning office space.
- **Play School Experience:** Develop and maintain relationships with families to deliver parent education and early learning services. This includes organizing on-site parent/child activities, recruiting participants, maintaining program supplies, and conducting follow-ups to assess the program's impact.

### **Qualifications and Requirements:**

- Mandarin or Spanish-speaking preferred.
- Must be able to work independently and show self-motivation in addressing diverse client needs.
- Must have the ability to work under conditions requiring flexibility and team collaboration in response to crises.
- Certification in peer counseling for domestic violence and sexual assault as described in California Evidence Code sections 1035.2 and 1037.1 is required upon hire.
- Effective communication skills, including writing, public speaking, active listening, and conflict resolution.
- Valid California driver license, reliable transportation, and proof of vehicle insurance.
- CPR/First Aid certificates are strongly encouraged.
- Comfort and confidence in engaging with law enforcement, correctional officers, probation officers, and Child Protective Services.
- High sensitivity to and respect for cultural diversity and individual client survival strategies, while promoting healthier choices.
- Strong knowledge of computer programs including Google Workspace, client data software, Zoom and more.

While you are the daycare center you are a mandated reporter of suspected child abuse under CANRA and must become familiar with your obligations and how to carry them out in compliance with other federal and state funding obligations. You must advise any client before speaking with them that you are a mandated reporter, and what that entails. In the event that you determine a report of suspected abuse must be made, you must take all reasonable steps to advise your client before making the report. You should also discuss with your client the option of making the report themselves, as opposed to your making the report about them or their children. You must notify your supervisor anytime you make a mandated report.

**While in your role in the center, this position is not subject to mandated reporting under CANRA. Such a report, including sharing information with another employee who is a mandated reporter position without following the "release of confidential information" policy is a breach of confidentiality, is a violation of state and federal law and can result in disciplinary action.**

### **AGENCY DESCRIPTION**

#### **Mission Statement:**

*Empower Yolo's mission is to promote safe, healthy, and resilient communities.*

**Empower Yolo's purpose is to provide:**

- (a) Twenty-four hour crisis intervention, emergency shelter, confidential counseling, training, legal assistance, and other services for individuals and families affected by domestic violence, sexual assault, stalking, human trafficking, and child abuse;
- (b) Resource centers for community services to improve the health, social, educational and economic outcomes of Yolo County residents; and
- (c) Community outreach and educational programs about available resources to promote health, stability, and self-sufficiency for individuals and families.

All services are to be provided in a manner that appreciates, enhances, and utilizes the strengths of Empower Yolo's clients and honors their cultural practices and traditions.

*EMPOWER YOLO is an equal opportunity employer and does not discriminate in regard to race, age, cultural or religious background, disability, gender, gender identity/expression, or sexual orientation. All qualified candidates of all backgrounds are encouraged to apply.*

**Please submit resume and cover letter to [sonia@empoweryolo.org](mailto:sonia@empoweryolo.org)**

**Positions open until filled.**