



POSITION DESCRIPTION

1825

Position Title:	Resource Navigator/Interpreter	Department:	Community Services
Pay Grade:	7	FLSA:	Non-Exempt
Date:	August 2023	Reports To:	Administrative Services Supervisor

PURPOSE OF JOB:

The purpose of this position is to perform a variety of tasks related to the rendering of appropriate paraprofessional services for the Nobles County Community Services Department and to help non-English speaking clients in understanding, navigating, and utilizing available services. Additionally, this position will assist with connecting individuals and families to services and support within the community.

SCOPE OF JOB:

Under direction of the Administrative Services Supervisor, provides assistance to clients in the office and in the community. Provides interpreter assistance to all agency staff as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this job. These are not to be construed as exclusive or all inclusive. Work is performed in accordance with applicable federal, state, and local laws and the accepted standards and practices of public administration and current service delivery standards providing public health and human services.

In collaboration with other Community Services staff, provides services to individuals and families who are seeking or receiving services through any Community Services program. Additionally, this bilingual staff is available to help clients connect to resources available in the community and to assist clients in navigating various systems and resources located throughout the community.

Primary duties include but are not limited to:

- Conduct face-to-face consultations with clients to appropriately identify specific needs.
- Connect individuals and families to community resources such as: housing, healthcare, employment, transportation, education, legal services, nutrition assistance (i.e., food shelf), etc. based upon the identified need or service requested.
- Assist individuals and families to overcome obstacles to access as a result of language or other barriers and assist them in increasing their knowledge of and ability to access needed resources.
- Based upon identified needs, make appropriate connections for additional assessments, services and supports. As appropriate, also link clients with existing community supports.
- Assist with completing applications and paperwork for various identified resources.
- Provide interpreter services for community services staff when working with non- English-speaking clients.
- Develop and maintain an inventory of community resources.
- Provide limited para-professional case management services to the identified clients (e.g., connecting families with resources, ensuring services/supports are in place, acting as a liaison between the family and providers).
- Foster healthy relationships between clients, partners, community members, and the education system.
- Display an understanding of, and sensitivity to, the service population's social, cultural, and socioeconomic characteristics and values, demonstrating respect and openness to every individual assisted through the program.
- Conduct community outreach by actively seeking out and engaging community agencies, businesses, and individuals that will contribute to meeting the needs of local families and community members.

- Participate in various meetings, staffing, and community events.
- Complete reporting requirements, as needed and requested.
- Meeting with families or individuals to assist them in identifying specific needs.
- Run reviews and receive various reports, documents and forms, complete applications for services, and create new forms and documents.
- Perform administrative tasks such as making copies, typing letters, faxing documents, scanning, filing and processing mailings.
- Provide help and back-up to the office support unit.
- Serves as a community representative for Nobles County Community Services.

Performs work based on expected standards.

- Exercises teamwork with other county employees and management in carrying out the shared mission of serving the public.
- Follows workplace safety rules and notifies management of observed risks in a timely manner.
- Maintains the confidentiality of data that is protected by law.

Recognition of professional role and needs for professional growth by making use of staff development and training opportunities, demonstrating flexibility in meeting demands of the job, manifesting quality of caring for others, contributing ideas to improve programs and service delivery, understanding Resource Navigator/Interpreter role as it relates to the function of the agency, consumer and community, recognizing the need for continued learning and growth, offering assistance/support to colleagues and advising supervisor of gaps, problems or needs in agency programs.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

The job requires a high school diploma, or equivalent, with fluency in English and Spanish. Previous customer service experience is preferred. Must possess a valid driver's license.

KNOWLEDGE SKILLS AND ABILITIES REQUIRED:

- Knowledge and experience using Microsoft Office Suite and other county software;
- Skill to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; interpret graphs; and interpret same, as may be appropriate;
- Ability to resolve problems, make decisions and take independent and collaborative action;
- Ability to efficiently utilize time and resources available to complete tasks and meet deadlines;
- Aptitude to read a variety of technical and administrative documentation, directions, regulations, instructions, methods and procedures and explain those to non-English speaking clients;
- Excellent interpersonal communication skills: ability to communicate effectively both orally and in writing in difficult situations with customers, agencies, and the public;
- Ability to communicate with people to convey or exchange professional information, identify issues, negotiate and settle differences; ability to handle unpredictable situations in public dealings in a manner which represents Nobles County and the Community Services department in a positive fashion.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS:

Physical demand requirements are at levels of those for sedentary or office environment work. The Resource Navigator/Interpreter must be physically able to operate a variety of automated office machines and maintenance equipment including, but not limited to, phone, computer, printer/copier/scanner, calculator, audio/visual equipment, facsimile machine, and paper shredder. The Resource Navigator/Interpreter must be able to move or carry job-related objects or materials and be physically capable of reaching to obtain various books, printouts, file boxes, computer paper, etc. There is intermittent exposure to driving in inclement weather.

Signature

Supervisor's Signature

Date

Date

Nobles County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.



FULL-TIME EMPLOYEE
Resource Navigator/Interpreter – COMMUNITY SERVICES

EVALUATION

1. Performance evaluation at 30 days.
2. Performance evaluation by the end of the probationary period.
3. Performance annually and pay evaluation prior to each step increase.

PAY STEPS (Level 7 Pay Range)

Beginning pay	\$20.86/Hour
After 12 more months	\$21.55/Hour
After 12 more months	\$22.22/Hour
After 12 more months	\$22.90/Hour
After 12 more months	\$23.57/Hour
After 12 more months	\$24.26/Hour
After 12 more months	\$24.94/Hour
After 12 more months	\$25.67/Hour
After 12 more months	\$26.28/Hour

All pay steps are subject to acceptable performance evaluations, review and certification by the County Administrator. All employees are paid every other Friday.

PROBATION

The probationary period on employment is 12 calendar months for full-time employees. A probationary period is established as a qualifying period during which the Agency and the employee evaluate each other to determine if they each have a continuing interest in employment. Note: The length of probation may be extended by mutual consent when there are unresolved performance issues.

ANNUAL LEAVE (A/L)

It is the policy of Nobles County to provide employees necessary paid time away from work. Maximum accrual at the end of a calendar year is 480 hours for a full-time employee. Annual Leave is accrued on a prorated basis (hours worked).

Years of Service	Non-Exempt	
	Annual Accrual	Bi-Weekly Accrual
0 - 2 years	160 hrs	7.693%
3 - 5 years	168 hrs	8.077%
6 - 10 years	192 hrs	9.234%
11 - 15 years	224 hrs	10.770%
16 - 20 years	256 hrs	12.309%
21 or more years	288 hrs	13.847%

HOLIDAYS

There are 11 paid holidays per year:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Juneteenth	Independence Day
Labor Day	Veteran's Day	Thanksgiving Day
Day after Thanksgiving	Christmas Day	

PENSION

Public Employee's Retirement Association:

6.50% of the employee's gross income; 7.50% County Contribution

Social Security:

7.65% of the employee's gross income; 7.65% County match

UNION

This is a bargaining unit position. After one month of employment, you must decide whether or not to join the union, and if so you will pay union dues.

2023 INSURANCE Core Benefits include:

< **Health insurance** is offered through Public Employees Insurance Program referred to as PEIP.

Employees can choose from three networks and three benefit plans.

< **Dental Insurance** pays 100% of Diagnostic and Preventive costs and 80% of Basic Services with a \$50 deductible with a maximum annual benefit of \$1,000.

< **Life insurance** is \$25,000, doubled for accidental death or dismemberment (available for the employee only). Additional life insurance is available.

Employees can waive the core benefits but the county contribution is then forfeited. Individual selection is permitted at employee expense.

2023 employee coverage cost: 24 pay periods

(Rates include single dental and life insurance)

<u>HEALTH INSURANCE</u>	<u>Individual</u>	<u>Single + Spouse</u> <i>(Rates include individual)</i>	<u>Single + Children</u> <i>(Rates include individual)</i>	<u>Family</u> <i>(Rates include individual)</i>
Advantage Plan – VEBA	\$156.07	\$630.57	\$540.07	\$679.71
Value Plan – VEBA	\$96.78	\$488.25	\$415.58	\$521.18
HSA Compatible Plan – VEBA or HSA	\$0.00	\$207.48	\$169.94	\$208.43

- Notes:**
1. The above table reflects the employee cost based on **24 pay periods** after the county contribution has been applied.
 2. The county contribution includes a monthly contribution to the VEBA or HSA account of \$200.00 for Single coverage or Single+Spouse or \$315.50 for Family or Single+Children coverage.
 3. Part-time benefits are pro-rated
 4. Employees may waive Health, Dental & Life Insurance
 5. If the core benefits are waived the county contribution is forfeited.
 6. Family Dental is available for \$47.29/24 pay periods.
 7. New employees are eligible for insurance on the 1st of the month following the month of employment.

OTHER BENEFITS:

- Voluntary Vision, Term Life, Long Term Disability, Short Term Disability, Accident, Critical Illness and Hospitalization group insurance plans
- Deferred compensation
- Section 125 – Flexible Spending Accounts

- (1) All benefits pay and other information presented is accurate on the day it was presented and does not constitute a promise of future benefits, establish a contract or create a commitment to do any particular thing.
- (2) Nobles County reserves the right to change policies, practices, or conditions expressed in this document without notice as the County deems appropriate. Nobles County management may vary from all written and unwritten policies and practices if, in its opinion, the circumstances require.