



Job Description Bi-Lingual Community Navigator

About the organization:

The Immigrant and Refugee Center of Northern Colorado (IRCNOCO) began in 2017 as a combined operation between Right to Read of Weld County and the Global Refugee Center. Becoming one, merged organization made sense for a variety of reasons, not least of which was the ability to increase the quality of services provided to a similar population of clients. IRCNOCO functions along three primary pillars: Education, Community Navigation, and Advocacy. As a Community Navigator, you will be an essential member of our service provision, and you will be making a difference in clients' lives daily.

Tasks

The tasks of a Community Navigator vary day to day, but the core responsibility will be simply this: help a client in need find a solution to his or her problem, either through helping that client solve the issue here in the office or by connecting that client to one of our partner organizations. If this latter option is chosen, you may be required to provide some translation/interpretation services to make sure that client's task is fully finished and solved.

The list of common tasks you will face as a Navigator include (but are not limited to) the following:

1. Translate written documents for clients
2. Provide real-time interpretation for our staff to students and clients as needed
3. Review and edit documents created by the organization for cultural accurateness
4. Work with our Director of Advocacy to create informative materials for our clients and the broader public to understand immigration and refugee processes. Additionally, help create materials that help clients with daily living tasks, such as How to Navigate a Bank or a Grocery Store.
5. Help incoming clients understand services available in Northern Colorado for their specific needs.
6. Help clients with job, living, medical, or other essential interpretation needs over the phone
7. On very rare occasion, you may be requested to join a client in person at an essential meeting. This will be permitted, so long as it is approved by the Director of Advocacy first.
8. Join the Director of Advocacy at public presentations, if requested. Client needs will be considered more important than these presentations, but your presence will be appreciated when it can work out.



Common Forms Being Requested

Online job applications	Store Room Item Request	Turnaround Bike Application
AR-11 (Alien change of address)	I-9 (Employment Eligibility Verification)	I-90 (Application for Permanent Residence Card)
I-130 (Petition for Alien Relative)	N-400 (Application for Citizenship)	IRCNOCO Class registration
Social Security Forms	CAREERS Intake	Youth Mentoring Intake

Hours

Given the timing of our classes, the hours you are expected to be in the office will be between 9:00am–2:00pm Monday–Thursday; the cumulative time will be 20 hours. Hours can be counted on Friday, if you have appointments with clients for that day. The appointment hours on Friday are not to exceed 3 hours. In total, your weekly hours are not to exceed 23 hours.

Important agreements on protocol and information

The following agreements should be recognized as binding between you and our organization, IRCNOCO. If you have any questions regarding these agreements, please feel free to ask the Director of Advocacy about those concerns.

1. The Navigator agrees to keep client information confidential from any person not related to the client’s case directly. While this would not include Navigator superiors—Lead Navigator, Director of Advocacy, or Executive Director—it could include the client’s teacher, other office staff, or other partners who are familiar with the client but not directly servicing the client for that need. There is inevitably discretion involved in this decision, and you will be trusted to make the right call; any serious breach of this confidentiality will result in a penalty chosen by the Directors.

Navigator signature: _____ Date: _____

2. The Navigator will not seek solutions to client issues that are outside of the law. There will be no exchange of money or goods for the sake of services, and our office staff will not recommend alternative methods that are outside of legal means. This includes, but is not limited to, courier-like services to transport personal documents, placing others’ assets under someone else’s name for the sake of circumventing requirements, or forging documents. Any breach of this agreement will result in a penalty deemed appropriate by the Directors.

Navigator signature: _____ Date: _____

3. Any work completed outside of the compensated time by the Navigator will not represent IRCNOCO. Work completed outside of this compensated time is considered voluntary and will not be claimed or protected by IRCNOCO.

Navigator signature: _____ Date: _____



Community Navigator Job Description Addenda

Addendum #1: Assemblies

Regularly, throughout the semester, various partner organizations will spend time with our students to inform these students about services offered. During these times, you will be required to be available to translate the presented content to your community members who require help. Assembly days will be announced as soon as they are planned, but the Navigator should plan on acting both as a translator as well as a host for our incoming partner. Reviewing necessary vocabulary for the presentation ahead of time is a good idea for this process to go most smoothly.

Addendum #2: APDC

Depending upon your willingness and upon APDC's need, you may, as an employee of IRCNOCO, be asked to complete contract assignments with the Asian Pacific Development Center (APDC). This would look like entering into a confidential mental health setting, performing translation between the client and the clinician, and helping to do outreach in the community. This duty requires *total* confidentiality. You will be trained in HIPAA regulations and other necessary policy guidelines by APDC, but you should expect to be available for these opportunities when working in the Community Navigation room.

Addendum #3: Expectations

Every Navigator, at the time of being hired, will be given a handout going over expectations for the position. These include "soft-skill" requirements such as dress code, punctuality, and general demeanor expectations. So too, that packet will include various other requirements and guidelines about client privacy, ethics, and organizational policies.