



P.O. Box 431038, Los Angeles, CA 90043 323-786-2413 www.thesoh.org

System Navigator

Pay: \$18-22/hr, commensurate with experience (40/hrs a week Flexible Work Hours)

Organization: Sanctuary of Hope (SOH) is a nonprofit that provides education, housing, and basic needs stabilization services to Transitional Age Youth (TAY), ages 16-25, who are child welfare or justice involved, housing or income insecure, and at-risk in South Los Angeles and the South Bay. SOH helps young people build self-reliance by helping them overcome poverty, trauma, low educational achievement, unemployment, and lack of well-being.

Summary: The System Navigator builds and fosters healthy relationships and assists with helping young people navigate to critical resources that will help them deal with a crisis and address their workforce development and other life needs. The Navigator provides life coaching and case management services to address multiple complex needs and reduce barriers, including referrals to SOH programs and/or other community resources.

Duties and Responsibilities:

- Conduct initial intake and assessment for potential SOH individuals, perform a thorough telephone screening to determine eligibility for SOH services and schedule new participant appointments for all staff.
- Conduct outreach about SOH services to social service and neighborhood groups.
- Handle telephone and walk-in reception duties.
- Perform administrative case management duties including maintaining participant records and filing systems, answering telephones, entering information into HMIS, Social Solutions, and processing mail.
- Act as a liaison for program referrals and public system navigation for those who are unfamiliar.
- Attend monthly staff meetings.
- Report issues and problems to management.
- Provide life coaching and support services applying strengths-based, Positive Youth Development, and consumer-centered approaches.
- Develop a service plan to establish goals and action steps toward stabilization, employment, independent living, and self-sufficiency in conjunction with the youth.
- Help youth to secure and attain documentation for housing and other ancillary services as needed.
- Help youth develop permanent connections in their lives to strengthen their support network.
- Assist youth in identifying and accessing services necessary to reach long-term goals.
- Meet with youth every bi-weekly (more often when needed and less as youth matures in their goals), to monitor progress and /or barriers toward achieving their life aspiration goals.
- Provide crisis intervention as needed.
- Work with SOH team members and community partners, and with input from youth, develop and implement engaging activities and outings.



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- Perform recordkeeping and reporting of program activities on electronic reporting systems (Social Solutions, HMIS, etc.) for outcomes and evaluation; and complete progress notes and program-related reporting as required.
- Report issues and problems to management.
- Attend monthly staff meetings.
- Perform other duties as may be assigned by the Site Director.

Education: AA or BA in human services field or commensurate experience

Qualifications:

- Demonstrated experience in working with at-risk youth to reach their housing, employment, or education goals
- Proficient in Microsoft Office applications
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-risk youth issues
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Knowledge of Trauma-Informed Care and Practices a plus
- Knowledge of Harm Reduction and Practices a plus
- Ability to work collaboratively, but independently
- Ability to pass a criminal and child abuse index background check
- Ability to pass drug screening
- Reliable transportation and clean DMV record

Certificates, Licenses, Registrations:

- Valid California Driver's License and proof of auto insurance
- Adult CPR & Basic First Aid
- TB Test Clearance and COVID Vaccination

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Sanctuary of Hope.

Sanctuary of Hope provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification.

To apply send cover letter and resume to recruitment@thesoh.org