



Navigation Services Manager

December 2021

IFC is seeking an energetic, skilled leader to coordinate a team of volunteers (and one part-time staff) to support community members (especially those experiencing homelessness) in navigating our county's myriad services and programs. The ideal candidate can juggle multiple responsibilities, work collaboratively with staff and volunteers, and function well in a fast-paced environment. IFC values and expects dignified, equitable, healing-centered interactions with all members and diners, volunteers, and staff of the organization.

Who we are:

Mission, Vision, Values. IFC confronts the causes and responds to the effects of poverty in our community. We believe in a community that meets everyone's basic needs, including dignified and affordable housing, an abundance of healthy food, and meaningful social connection. We are guided by our core values: mutual respect, social justice, community power, self-determination, and integrity.

History and Programs. In 1963, seven women united their efforts to address the conditions of poverty in Chapel Hill and Carrboro. Almost six decades later, IFC continues to make this community more accessible and affordable for low-income workers and residents. Our programs include:

- Community Market and Community Kitchen - food security programs offering groceries and daily hot meals to people who live or work in Chapel Hill-Carrboro to help households stretch their budgets.
- Emergency Financial Assistance – rent, utility and other emergency assistance to increase housing stability for people who live or work in Chapel Hill-Carrboro.
- Community House and HomeStart shelters for adults and families – the only emergency shelters in Orange County for people experiencing homelessness.
- Housing Support programs - subsidies and support services for residents living across the county, as part of a best practice housing first model.
- R.E.A.L. Transformation and Activate! IFC – programs that confront the causes of poverty through racial equity work, advocacy, civic engagement, and leadership development.

About this position:

This position reports to IFC's Community Services Director and has the following responsibilities:

- Build a team of volunteers (and one part-time staff) to provide navigation services on a drop-in basis at IFC Commons. These services are co-located with the Community Market and Community Kitchen and are generally open from 9am-7pm, Monday-Friday.
- Facilitate and support access to a variety of member resources, such as phone, computer, and access to other community programs (such as Housing Helpline, SOHRAD Team, Piedmont Health Services, Community Empowerment Fund, Department of Social Services, etc.)
- Provide member support that is low barrier, trauma-informed, and rooted in a social justice framework
- Provide information and referrals; assist with applications and obtaining identification cards and birth certificates, clothing vouchers, etc; coordinate access to showers and lockers
- Outreach to and coordinate with other community resources to develop a network of support services for members and to provide service coordination

- Build relationships with unsheltered members who are sleeping on-site; oversee activity in the garage, courtyard and front of building; work with other staff on-site to address concerns
- De-escalate conflicts and promote healthy communication among members, staff, and volunteers
- Ensure safety, cleanliness, and upkeep of program areas
- Use internal computer database for data tracking, inter-agency communication, and volunteer communication and management
- Supervise and support volunteers and staff, including 1:1 meetings and regular team meetings
- Work with Community Engagement Manager to recruit, train and supervise community volunteers
- Engage visitors upon entry into the space, answer questions, and educate community members about poverty, homelessness, food insecurity, racial injustice, and IFC's programs to address these issues
- Serve as a member of the Leadership Team and All-Staff Team, including actively participating in meetings and trainings and working collaboratively across programs
- Assist with other special projects, as assigned

What we're looking for:

- Experience working in a community organization setting providing services on a drop-in basis, especially for people experiencing homelessness who may be struggling with substance use and mental health issues, histories of trauma and incarceration, and other barriers
- Experience with and commitment to low barrier, harm reduction, healing-centered engagement
- Ability to assess needs of members, determine level of support needed, and make connections
- Understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Commitment to actively working toward anti-racism personally and at an organizational level
- Experience building, supervising, and supporting healthy teams of diverse people
- Excellent organizational and interpersonal skills, including computer skills
- High level of emotional intelligence and cultural humility and a demonstrated ability to use a variety of conflict resolution techniques
- Demonstrated excellence in leadership, teamwork and collaboration
- Ability to approach challenges with curiosity, openness and innovation
- Flexibility in work style, dependability, and sense of humor

Work environment:

- The schedule for this position includes some evening hours (program is open until 7pm).
- Must be able to work in hectic, high-demand environment
- Must be able to respond immediately to crisis situations that arise, including conflict de-escalation
- Must be able to sit and stand for extended periods of time
- May be required to lift/carry items up to 30 pounds, organize donations, light cleaning of program areas

What we offer:

The compensation package for this full-time, exempt, management-level position will be competitive and commensurate with the skills and experience of the successful candidate with a starting salary range of \$40,000 – \$52,000 annually. IFC offers an excellent benefits package, including health, dental and vision insurance; premiums are fully paid for employees, and there is a shared plan for dependent coverage. We offer an option to participate in a 401(k) retirement plan with an employer match of up to 3% of salary. Annual paid time off includes 13 sick days, 3 weeks of vacation (4 weeks after 3 years of employment), and paid holidays.

How to apply:

Please email cover letter, resume, and three professional references to HR@ifcmailbox.org. Position is open until filled. **Deadline for the first round of applicants (including internal applicants) is January 2, 2022.**

IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty or homelessness; Black, Indigenous and People of Color (BIPOC); LGBTQIA applicants, and people with disabilities.