



**ALAMEDA COUNTY FAMILY JUSTICE CENTER**  
(Alameda County District Attorney's Office)

**Navigator**

Mental Health Specialist II

Salary (\$26.23 – \$29.94)

(\$1,967.25 - \$2,245.50 biweekly)

**Agency Description:**

Opened in 2005 the Alameda County Family Justice Center helps victims of domestic violence, child abuse, and sexual assault who historically often sought help from a fragmented, disjointed system of agencies offering related, but uncoordinated services. Family Justice Center (ACFJC) now serves as the heart of a comprehensive service delivery system made up of over 100 public and private agency partners throughout the Bay Area, providing a gateway to safety, healing, and empowerment for victims of abuse. We advocate for and construct a future where there is zero tolerance for domestic violence, child abuse, sexual assault and exploitation and elder abuse.

**Position: Navigator**

**Overview:**

We are looking for a navigator to provide services in both the north and south county locations. The ACFJC's navigator staff conducts the critical client service needs assessment functions by helping the clients connect with onsite and offsite resources. Essentially the navigator helps the client to navigate a system of services within Alameda County. Navigators are entrusted with the initial client needs assessments through in person or telephone. During the assessment the navigator finds out the client's particular situation and assesses what brought them to the ACFJC and assess the appropriate referrals. During the initial assessment the navigator provides safety planning as necessary. After the initial assessment referrals are made, ideally in a triage style the navigator maintains contact with the client to ascertain that the referrals were successful. If the services were not obtained or the client failed to contact the service provider the navigator will continue to search for other options. Building a rapport with clients is an essential part of the navigator function. The navigator also provides orientation training for new ACFJC onsite partners, offsite partners and other community based and governmental agencies. Navigators also provide community outreach and education.

**Skills & Abilities:**

A successful Navigator is a very flexible person and exhibits this flexibility when interacting with clients, team members, and the community or ACFJC partners. You are proactive, solution oriented and a self-starter. You are at your best in a fast paced dynamic environment. You recognize where process can be improved and will take the initiative to make improvements. You have a reputation for dependability and anticipate needs or tasks to be completed.

People look to you to accomplish tasks because you are dependable and detail oriented. You have a strong drive to help others in complex situations. Using your strong communication skills and your problem solving ability you effectively collaborate with a variety of people which means you'll have a thorough knowledge of ACFJC partners and other community resources. You tend to draw out the best in people.

Working under the supervision of the Director of Programs, you will work perform the following job responsibilities.

**Responsibilities:**

- Client intake and needs assessment.
- Helping victims identify and access appropriate services for themselves and their children if applicable.
- Follow-up including client call backs, appointments and drop-ins.
- Referrals to appropriate agencies, including onsite and offsite partners.
- Client advocacy.
- Providing training to ACFJC partners and other community based organizations.
- Representing the ACFJC at community outreach events.
- Maintaining data for progress reports.
- Input collected data from intakes into Efforts to Outcomes (ETO).
- Monitoring ETO for duplicate client information and other errors.

This position is not limited to the duties described above. Duties and responsibilities may be changed, expanded, reduced, or deleted to meet the business needs of the ACFJC.

**Requirements:**

- Bachelor's degree in a field relevant to working with victims of domestic violence and their children, victims of sexual assault, victims of child abuse and exploitation, and victims of elder abuse, or
- At least two years experience in the field working with victims as described above
- Upon hire completion of 40-hour advocate training by a certified domestic violence service provider agency
- Fingerprinting and criminal background check
- Excellent organizational and time management skills
- Valid California driver's license
- Proficient in Microsoft Office
- Ability to relate well with people from diverse socio-economic and ethnic backgrounds
- Ability to handle crisis situations in a professional manner
- Bilingual/Multilingual, Spanish, Hindi and/or Punjabi preferred

**Compensation Commensurate with Experience**

**To apply:**

Submit completed job application to Human Resource Department: [dajobs@acgov.org](mailto:dajobs@acgov.org)  
Feel free to attach your resume and cover letter as well.

**Please submit job application, resume and cover letter by 5:00 pm Friday, November 9, 2018.**