

Cultural Navigator

Reports to: Program Manager for Navigation Programs

Status: Full-time, 36 hours/week, non-exempt

Location: Main office, community space, and remote

Salary Range: \$45,000-\$48,000



Spring Institute Mission:

Building a thriving intercultural community through learning, language access, and advocacy

Organizational Information:

Founded in 1979, Spring Institute for Intercultural Learning is a nationally recognized provider of effective intercultural learning programs, language access and advocacy. It is a nonprofit, community-based organization working to build brighter futures for individuals and foster organizations that are more inclusive. While Spring Institute continues to focus on the core values of adult education, employment, and integration, the organization has responded to the evolving needs of the community being served.

Job Description:

The Cultural Navigator is responsible for assisting refugees and immigrants in navigating resources and linking them to programs, resources, and services that improve their daily living. The Cultural Navigator partners with the client to identify and respond to the diverse needs of the individual and household, following up as needed to ensure the necessary services and resources are obtained. This role and the services provided are a part of a well coordinated and collaborative Spring Institute staff team, Community WINS, to fulfill its mission.

Duties and responsibilities:

- Serve as a cultural broker between the client and mainstream systems
- Complete required forms online and in person to ensure successful access to necessary services
- Provide language interpretation or use phone interpretation as needed
- Provide strong communication, problem-solving skills, and initiative to identify and complete necessary tasks
- Foster excellent relationship-building skills and be responsive to clients' needs
- Build collaborative relationships that ensure all services are offered in a respectful, inclusive, and professional manner, while managing highly confidential information
- Support the refugee and immigrant community in strengthening relationships and connecting them with appropriate resources
- Work closely and cooperatively in a team setting with partners, staff, and volunteers to ensure resource acquisition
- Openness to change/flexible; ability to maintain composure and professionalism under pressure
- Maintain detailed documentation and enter accurate data in a timely manner
- Monitor referral completion and follow up as needed to ensure services are received

- Identify and connect clients with public benefits resources to support stability and access to services
- Assist in strengthening the team by following directions and organizational guidance
- Conduct home visits to follow up with clients, provide support, and connect them with needed resources

Required Skills Qualifications::

- Experience with public benefits applications and systems
- Proven ability to work and communicate effectively and respectfully with immigrants and refugees of varying education and English proficiency levels
- Strong customer service skills, problem solving and dispute resolution skills
- Excellent communications skills, both written and oral
- Experience with detailed data entry and maintaining accurate records
- Proficient knowledge of the Google Workspace: (Google Documents, Sheets, Surveys) and comfortable learning new technology
- Ability to work in a fast-paced environment, self-starter and maintain detailed organization skills
- Ability to handle confidential and sensitive information without breach
- Bilingual in English and another language
- Must have a valid driver's license, vehicle, and auto insurance
- Capacity to lift and transport 30 lbs. and work in all types of weather

Preferred Skills:

- Experience in community organizing
- Familiarity with the US naturalization resources process or knowledgeable about naturalization resources

To Apply: Email a cover letter and resume to ddelacruzmayo@springinstitute.org. No phone calls please.

This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

Spring Institute for Intercultural Learning is an equal opportunity employer committed to diversity in our work and workplace.