



Mercy Neighborhood Ministries, Inc.

4/2025

Position Title: Workforce Resource Navigator

Status: Part Time

Reports To: Workforce Development Program Manager

Rate: \$18-\$20 per hour

Position Purpose:

The Resource Navigator acts as a guide, providing information and support to assist MNM workforce development participants navigate complex systems and overcome barriers. They support participant success by actively coaching individuals to identify, address, and overcome individual and family obstacles/barriers that may prevent program completion, post graduation employment, and ongoing job retention.

Qualifications and Experience Required:

- 4-year or 2-year degree preferred in social work, case management, human resources, or related field. Equivalent work experience (5 years minimum) will be considered.
- Exceptional verbal and written communication skills. Able to communicate effectively with individuals of diverse backgrounds, education levels, and cultures.
- High level of empathy and collaborative spirit.
- Strong interpersonal and relational skills. Experience in coaching and using strengths-based approaches.
- High level of professionalism in working with community partners and their staff.
- Highly adaptable and creative in addressing unique individual challenges and needs.
- Able to consistently and accurately track data and be comfortable reading data charts, tables, etc., and identifying trends.
- Working knowledge of community organizations and resources they offer.
- Independently motivated, flexible, and able to multitask and manage time efficiently.
- Excellent problem solving and research skills.
- Proficient in Microsoft Office and various databases.
- Knowledge of and commitment to the values and mission of MNM

Principal Accountabilities and Weighting Criteria:

1. Assess workforce participant barriers, create goal plans, and help navigate access to resources, both financial and non financial, that positively impact the participant's economic stability. Provide timely follow-up, strengths based coaching, and ongoing support to address short and long term needs. (30%)
2. Develop and maintain relationships with the staff of community organizations and community partners. Maintain an ongoing understanding of the services and programs offered that may benefit MNM workforce participants and their families. Become and serve as an expert in resources around common barriers and challenges facing participants in MNM's workforce development programming. (20%)
3. Collect and accurately enter data on service delivery through designated databases. Effectively engage participants to capture qualitative data and stories to demonstrate service impact. (20%)
4. Provide basic financial coaching around budgeting, spending behaviors and barriers, and make referrals to financial wellness partner for in depth financial coaching. (15%)
5. Work collaboratively in an interagency workforce development team that supports the common goal of ongoing participant success and stability. (10%)
6. Participate in appropriate agency meetings and activities. (5%)
7. Other duties as assigned.

Please submit resume and cover letter to Aimee Shinkle at ashinkle@mnministries.org.

- **Enter "Resource Navigator Application" in the subject line of the email.**
- **No phone calls please.**