



## **District Bridges - Columbia Heights Community Navigator Position Description**

### **Organization**

District Bridges is a 501(c)(3) nonprofit organization with a mission to enrich neighborhood vitality by bridging community engagement and economic development opportunities so individuals, businesses, and organizations can thrive together.

**Primary Roles:** Relationship Building, Ecosystem Development, Resource Brokering, Model Development

Exempt, full-time

### **Description**

The Columbia Heights Community Navigator (CHCN) is a full-time 1 year position, responsible for developing and implementing a holistic model for activating public space and meeting the identified needs of the community through a continuum of care approach. The CHCN reports directly to the Executive Director (ED) and coordinates with the Columbia Heights Main Street Director.

### **Position Background**

The Columbia Heights Civic Plaza is a unique space in the center of Ward 1, meant to be a central hub for community engagement and commerce. While the property itself has multiple stakeholders who are responsible for various aspects of its maintenance, the lack of a dedicated coordinating entity has led to unintentional neglect of the space and a decrease in activity. This has led to commercial impacts that include business vacancies, and a significant decrease in visitors to the area.

Additionally, over the past few years, a group of men experiencing mental health and/or substance abuse issues congregate in the Plaza most of the day. These individuals need dedicated mental health and addiction support that is constant, culturally sensitive, and language appropriate - the majority of them are Spanish speaking. Currently, engagement is scattered among outreach teams and the Department of Health has been unsuccessful in meeting all of the needs of these individuals. While these engagements have been positive, they have not provided a tangible shift in ameliorating the conditions of those individuals experiencing mental health and/or substance abuse issues in the plaza. There are many social service providers who are ready and able to provide constant care to these individuals, however, to date there has not been an organization to act as a resource broker and convenor to lead a holistic human-centric strategy to address the challenges facing the Plaza.

District Bridges has received funding for a one year pilot to develop a holistic framework and continuum of care to address the challenges of the Civic Plaza.



## **Responsibilities**

### *Relationships*

- Identify, develop, and maintain relationships with key stakeholders relevant to the Civic Plaza maintenance and support;
- Develop and implement a partnership strategy; and
- Coordinate the monthly convening of all necessary stakeholders to address ongoing management, needs assessment, and resource brokering with existing partners and where relevant, leverage those relationships to greater collective impact.

### *Management*

- With the Columbia Heights Main Street Director, oversee all projects and activities connected to the Columbia Heights Civic Plaza;
- Develop and manage an ongoing schedule of outreach, engagement and supportive services with the Neighborhood Coordinator, Columbia Heights;
- Manage outreach and engagement of volunteers for Civic Plaza activities, with the Neighborhood Coordinator, Columbia Heights; and
- Track performance against goals and share learnings on how and where to improve.

### *Communications*

- Develop and oversee internal and external communications for messaging about the Civic Plaza initiative;
- Consistently write blogs, and white papers addressing learnings from the initiative;
- Promoting and engage potential partners and key stakeholders to further support the development of a sustainable model;
- Prepare and deliver testimony on an as needed basis to support the policy and budget priorities of the initiative; and
- Work with the ED on the development of grant writing and contract bids.

### *Data Collection and Reporting*

- Ensure meaningful, measurable goals are set for each priority of the Civic Plaza Initiative;
- Maintain an up to date stakeholders contact information and services in Salesforce;
- Ensure that data is gathered and properly collected, stored, analyzed in the Salesforce platform;
- Report on the impacts, achievements, and expenses of the Civic Plaza program to the Operations Director on a monthly basis and the Executive Director on a quarterly basis and DSLBD as required.

### *Events*

- With the Neighborhood Coordinator, work to plan, promote, and execute outreach and engagement events for the Civic Plaza initiative that engage diverse stakeholder;



- Ensure events are used as an opportunity to bring together all relevant community stakeholders and gather data on participants; and
- Cross-promote the work of the partners involved in the Civic Plaza initiative.

#### *Fundraising*

- Work with the ED, OD, and CHMPMS Director to develop a fundraising plan for Civic Plaza activities;
- Seek opportunities to solicit private and public-sector support, in the form of grants, gifts, donations, and contracts;
- Build relationships with donors and donor groups who work in areas related to District Bridges's mission and Columbia Heights Civic Plaza pilot;
- Work with the team to create and execute a plan to encourage individual giving to the Civic Plaza initiative;
- Maintain accurate records in Salesforce.

#### **Skills, Knowledge, and Experience**

- Fluency in Spanish is required
- High School Diploma or GED required
- Bachelor's degree preferred
- 3-4 years experience in case management/social work and familiarity with DC agencies and resources (such as Department of Behavioral Health, Department of Human Services, Department of Parks and Recreation, etc.) preferred
- Technically proficient, with experience in project management and CRM systems preferred
- Strong customer service skills with the ability to communicate easily, respectfully, and professionally with stakeholders of all ages, ethnicities, and socio-economic backgrounds is required
- A collaborative, cooperative, and persistent mindset is required

#### **Physical Requirements**

This role needs to regularly traverse the Columbia Heights corridor to meet with community stakeholders and maintain a presence, as well as lift up to 30 lbs. and consistently operate a computer and other office productivity machinery.

#### **Compensation**

Salary is commensurate with experience. In addition, District Bridges offers a competitive benefits package including:

- 100% employer paid healthcare at the Silver level through DC Health Link;
- Commuter pre-tax benefit;
- Eligibility to participate in 401K; and
- Unlimited PTO.