

District Bridges
Community Navigator, Columbia Heights and Mount Pleasant
Job Description

Organization

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

Description

The Community Navigator (CN) is a full-time position, responsible for supporting Ward based ecosystem development work of District Bridges, specifically focused on program implementation, street outreach, connective services, and volunteer outreach and engagement.

The CN reports to the Ward-based Community Navigator (WCN) and is responsible for working with the WCN to develop a robust “Placekeepers Program” that engages residents and community partners in the sustainable implementation of community-based interventions to holistically serve the community. They work in collaboration with the Ward-based team to implement community events, connect individuals with social services, and recruit and manage volunteer Placekeepers.

The CN stewards District Bridges’ external relationships, following the approved workplan to achieve the outlined objectives and operating at all times in a transparent, inclusive, ethical, and sustainable manner.

This is an in-person position with occasional evening and weekend work.

Primary Roles: Direct Outreach, Connective Social Service Support, Program Implementation, Event support, Volunteer engagement

Exempt, full-time

Responsibilities

Outreach & Connective Services

- In partnership with WCN and program staff, conduct regular street outreach to residents in Columbia Heights and Mount Pleasant , developing relationships and compiling case notes to understand and document the challenges they face;
- Build relationships and networks of social service community partners to understand the services they provide to connect individuals with the appropriate services;
- Support the WCN in providing connective services to individuals experiencing homelessness and/or substance use disorder in accessing services through direct connections including but not limited to translation support, transportation,

accompanying residents to appointments, assisting with intakes, helping fill out applications for benefits, and referrals etc.

- Conduct consistent, targeted resident engagement at ANC meetings, community forums, and neighborhood events to build programmatic capacity and community support for and awareness of DB's work.

Volunteers Recruitment & Management

- In partnership with WCN and program staff, develop and maintain a diverse and inclusive volunteer corps, collecting information on qualifications and skills and arranging for training when needed;
- Work with the WCN and program staff to assign responsibilities and communicate as appropriate, ensuring volunteers are satisfied by creating a collaborative and fun working environment;
- Track and maintain volunteers' information and work hours in Salesforce as needed for grant reporting; and
- Build relationships with volunteers and networks who work in areas related to District Bridges's mission and initiatives.

Programming

- Be present and involved in day of coordination for community events, such as meal distributions, community clean-ups, and cultural performances;
- Work with the WCN and program staff to ensure programmatic outcomes and statistics are gathered and properly collected, stored, and analyzed in the Salesforce platform for all staff and consultants; and
- Work with the WCN & DD to report on grant activities as required.

Communications

- In conjunction with the program staff, develop content for and help implement an external communications plan to include but not limited to:
 - Providing content for regular community newsletters;
 - Conducting interviews and writing blogs for social media to share the impact of our work;

Organization

- Participate in annual goal setting and workplanning using EOS (Entrepreneurial Operating System), ensuring that all Main Street activities map to the overarching organizational goals and adhere to the District Bridges Strategy Screen;
- Participate in a vertical and horizontal Annual Review Process; and
- Support other programs and team members with projects, events, etc.

Skills, Knowledge, and Experience

- High School Diploma or GED required
- Bachelor's degree preferred

- Fluency in Spanish and English required, with native level Spanish fluency preferred
- 2-3 years in community organizing, direct social service provision, volunteer management and relationship development preferred
- Experience working with individuals who have a history of homelessness, substance use disorder and/or mental health challenges a plus
- Technically proficient, with experience in project management and CRM systems preferred
- Ability to communicate easily, respectfully, and professionally with stakeholders of all ages, ethnicities, and socio-economic backgrounds is required
- A collaborative and cooperative mindset is required

Physical Requirements

This role consistently operates a computer and other office productivity machinery. This role must be able to traverse the corridor throughout the year and be comfortable spending significant time outside.

Compensation

Salary ranges are available on the District Bridges website. In addition, District Bridges offers a competitive benefits package including:

- 100% medical insurance coverage at the Silver Level and access to dental insurance at a group rate
- Unlimited PTO after 90 days
- Paid Federal and Local Holidays (16)
- Access to an organization sponsored 401K plan
- Access to commuter benefits
- Professional development opportunities
- Family leave