

District Bridges
Community Navigator, Licensed
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, Licensed (CNL) is a full-time position, responsible for supporting the Ward-based ecosystem development work of District Bridges, specifically focused on street outreach, connective services, and volunteer engagement. This individual will obtain and maintain certification as a DBH officer-agent and thereby authorized to initiate an involuntary psychiatric hold via FD12 in a psychiatric emergency.

The CNL reports to the Director of Community Navigation (DCN) and is responsible for working with the DCN to develop a robust support system for residents who need assistance navigating city resources, specifically those experiencing housing insecurity and/or substance abuse disorder. The CNL will also play an integral part in District Bridges "Placekeepers Program," engaging 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 connect individuals with social services, support the implementation of community events, and recruit and manage volunteer Placekeepers.

The CNL stewards external relationships, following the approved work plan to achieve the outlined objectives while 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, Volunteer engagement

Exempt, full-time

Responsibilities

Outreach & Connective Services

- In partnership with DCN and program staff, conduct regular street outreach to residents in Ward 1, developing relationships and compiling case notes to understand and document the challenges residents face;
- Build relationships and networks of social service community partners to understand the services they provide to connect individuals with the appropriate services;

- Providing connective services to individuals experiencing housing insecurity 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.;
- Manage and develop District Bridges' Stewardship Program, employing residents who spend time in public spaces to help foster a clean and healthy environment and become stewards of the public realm; and
- 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.

Volunteer Recruitment & Management

- In partnership with neighborhood teams, develop and maintain a diverse and inclusive volunteer corps, collecting information on qualifications and skills and arranging for training when needed;
- Assist in tracking and maintaining 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' mission and initiatives.

Programming and Communications

- Be present and involved in coordination of community events, such as meal distributions, community clean-ups, and cultural performances;
- Act at all times as an ambassador for District Bridges and the ecosystem development model by representing the organization at community events and engaging residents to educate about the ways in which the program works to address challenges faced in the neighborhood; and
- 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;
- Work with the DCN & DD to report on grant activities as required.

Organization

- Participate in annual goal setting and work planning using EOS (Entrepreneurial Operating System), ensuring that all 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 preferred
- Fluency in Spanish preferred
- 2-3 years in community organizing, direct social service provision, volunteer management and relationship development preferred
- Licensure at the graduate or independent level (e.g., LGPC or LICSW) required
- Experience working with individuals who have a history of housing insecurity, substance use disorder, and/or mental health challenges a plus
- Relevant personal experience considered
- 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 at all times of the year.