



The Immigrant Welcome Center Job Description: Community Navigator

Department: Programs

Status: Full-time, non-exempt

Supervisor: Manager of Training and Resources

Salary: \$18-\$22 hourly rate (commensurate with experience and education)

The mission of Immigrant Welcome Center (IWC) is to be a trusted partner and advocate for all immigrants. We are committed to ensuring that our communities are welcoming and have resources so that all immigrants can thrive. IWC team members enjoy a collaborative, ambitious, mission-focused culture; flexibility for home and office-based work; supportive benefits (including health insurance); flextime and time-off arrangements that support healthy integration of work and life demands.

Position Summary

IWC will hire another preferably Punjabi speaking Community Navigator. They will utilize holistic, trauma-informed approach, including diverse faith or spiritual healing practices, to support survivors and surviving family members of the Sikh community in Central Indiana. This approach incorporates an understanding of the vulnerabilities or triggers of trauma survivors to make services and programs more supportive and avoid re-traumatization. On the job training provided by local and national partners which may lead to certification.

This is currently a grant funded position, ending September 2024. Extensions may be available, but not guaranteed. The grant is a Victims of Crime Act (VOCA) passthrough grant from Eskenazi Health.

Responsibilities

- Provide survivors/victims, family members, and groups with connections to psychosocial support needed. Services include advising family caregivers, providing education and counseling, making referrals for other services, creating plans for treatment or recovery, and following client progress with treatment plans.
- Provide holistic and comprehensive case management services, including the following: intake assessment, benefit assessment, goal setting, weekly and long-term case plan development, progress monitoring, individual money management, tenant education, advocacy, and referrals.
- Address the potential for increased risk of substance, physical, sexual, and emotional abuse.
- Organize annual memorial events and activities (e.g., guided visits to the scene of event, vigils, interfaith/spiritual memorial services).
- Collaborate with Eskenazi Health for specific trainings and access to resources to ensure that the needs of the survivors/victims and their families are met.
- Collaborate with community partner to develop trusted relationships with the Sikh community.



Success Indicators

Success in this role is indicated by the following:

- Ensure that the emotional and psychological needs of the Sikh community are met by providing referrals to mental health support, counseling, screening, and treatment.
- Ensure that law enforcement, systems-based, faith-based, nonprofit victim service providers, first responders, prosecutors, medical service providers, mental health providers, medical examiners, funeral directors, and other community leaders receive the support and services they need to address symptoms of secondary/vicarious trauma.
- Ensure that the potential for increased risk of substance, physical, sexual, and emotional abuse for individuals is addressed.
- Ensure that survivors/victims of crime are aware of their rights as provided by the state and federal government.

Work Responsibilities & Requirements

- Works 2 days in the office, 2 days remote, and 1 hybrid day where you can be remote or in-person.
- Flexible working schedules, 8-hour shift Monday – Friday. Choose your start time between 8:00am-10:00am, and end time between 4:00pm -6:00pm.
- Evening and weekend work is required (flex time available)
- Extensive administrative work on computer and phone.
- A valid Indiana driver's license is required.
- Any other duties and responsibilities assigned by COO/CEO.

Required Qualifications & Skills

- High school degree or higher
- Professional and clear communication skills
- Authorized to work in the United States
- Bi-lingual in another language

Preferred Qualifications

- Fluent in speaking, reading, and writing in English and Punjabi
- Additional certification or schooling beyond high school
- Experience serving individuals through professional or volunteer setting
- Experience with case management and/or community engagement

This is an immediate opening, applications will be reviewed on a rolling basis.

Please email your resume, cover letter, and references to our Chief Operating Officer, Christina Arrom Garza (carrom@immigrantwelcomecenter.org). Subject line should read: Applicant for Community Navigator.