



Focus Points
FAMILY RESOURCE CENTER
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Learn. Grow. Achieve.

Title: Community and Family Navigator
Reports to: Associate Director of Strategic Initiatives
Status: Full-Time, non-exempt
Salary: \$21.63 - \$24.04 per hour

Mission of Focus Points Family Resource Center:

To build better communities by strengthening families.

Scope of Organization:

For 30 years, Focus Points has worked successfully to transform the lives of low-income and working families in Northeast Denver and beyond. Focus Points serves over 3,000 participants each year, most of whom are Spanish-speaking immigrants. Focus Points is strongly committed to our values around collaboration, equity, integrity, and solidarity which add to our four pillars:

- **Family Support:** advancing family sustainability through classes, one-on-one case management, and basic needs support using a goal setting and strength-based approach.
- **Education:** catalyzing success for children and adults by providing training and skill-building opportunities.
- **Community Resources:** connecting people to other programs and resources to advance health equity, financial stability, networks, and community.
- **Economic Inclusion:** driving long-term economic stability in families and communities by leveraging social and financial capital to connect adults with opportunities for economic mobility.

Role

The Community and Family Navigator is based at Focus Points Family Resource Center and plays a key role in supporting families by strengthening connections between community members and local resources. This position serves as a bridge between families and community-based organizations, businesses, faith communities, schools, and public service systems to ensure participants can access coordinated, multi-generational support.

Using a systems-driven, strengths-based approach, the Navigator partners with individuals and families to identify their goals and work toward long-term family stability. The Navigator provides personalized resource navigation and case management support, connects participants to wraparound services, and helps build skills that promote self-sufficiency and well-being.

Key responsibilities include building and maintaining trusting relationships with participants and community partners; researching, developing, and maintaining up-to-date community resource information; collaborating with community organizations to coordinate services; and utilizing Family Support Services practices, procedures, and data systems to deliver high-quality, participant-centered service and track program outcomes.

Responsibilities & Activities

Program Delivery & Family Support

- Complete all required Family Support Services trainings within the first six months of employment, including Standards of Quality, Motivational Interviewing, Colorado Family Support Assessment (CFSA) 2.0, and training on family support service programs such as utility assistance, public benefits navigation, goal-setting, and other support services as needed.
- Provide individualized family support services, including utility assistance navigation, public benefits application support, goal-setting, and short-term stabilization services.
- Maintain a caseload of up to 15 – 20 families participating in the goal-setting program (CFSA2.0) annually.
- Develop participant-centered service plans and conduct regular (at minimum monthly) check-ins to support families in progressing toward self-identified goals.
- Coordinate referrals and advocate on behalf of participants with external service providers to ensure timely access to needed resources.
- Facilitate internal referrals to Focus Points programs, including Home Visitation and Huerta Urbana, to support holistic, multi-generational services.

Community Partnerships & Systems Coordination

- Build and maintain strong working relationships with community-based organizations, public agencies, schools, and other partners in collaboration with the Associate Director of Strategic Initiatives.
- Manage and sustain existing partnerships, including but not limited to Denver Human Services, Denver Public Schools Central Region Community Hub, Denver Urban Gardens, NETC, National Western Center, Swansea Recreation Center, and workforce development partners.
- Participate in cross-sector collaboration efforts to align services, reduce duplication, and enhance coordinated care for families.

Grant Alignment, Data & Accountability

- Deliver services in alignment with diverse funding and grant objectives, ensuring program activities meet defined outcomes, eligibility requirements, and reporting standards.
- Accurately document participant services, referrals, and outcomes in the Salesforce database in a timely and consistent manner.
- Support data collection and reporting efforts that demonstrate program impact, service utilization, and compliance with funder requirements.
- Participate in program planning and contribute to the maintenance and revision of the annual program calendar to ensure alignment with grant timelines and deliverables.

Team Collaboration & Professional Development

- Participate in regular Family Support Services team meetings to review activities, budgets, goals, and program performance.
- Meet regularly with supervisor for reflective supervision, coaching, and support.
- Collaborate with supervisor to set professional development goals, receive feedback, and celebrate successes.
- Participate in required professional development opportunities, including webinars and trainings aligned with grant or program requirements.
- Attend all required program, supervisory, and organizational meetings.

Professional Standards & Organizational Responsibilities

- Maintain professionalism and adhere to high standards of confidentiality and ethical practice in all interactions with participants, partners, and staff.
- Uphold Focus Points Family Resource Center policies, procedures, and values in service delivery and collaboration.
- Perform other related duties as assigned to support program and organizational needs.

Required Competencies

Bilingual and Biliterate (English/Spanish)

- Ability to communicate effectively with English- and Spanish-speaking participants, families, community partners, and staff through both oral and written communication.
- Supports participant-centered service delivery, warm referrals, goal-setting, documentation, and navigation of public benefits and community resources.

Computer and Technology Skills

- Ability to work independently on a computer and use internet-based tools, Microsoft Office 365 (Outlook, SharePoint, OneDrive, Word, Excel, and Teams), virtual meeting platforms, and internal databases.
- Accurately enters, tracks, and manages participant data, service activities, and outcomes in Salesforce and other required systems.

Verbal and Written Communication

- Ability to clearly and respectfully communicate participant needs, progress updates, and service plans to supervisors, internal teams, and external partners.
- Facilitates warm referrals and coordinated service delivery by sharing accurate and timely information with network providers.

Cultural Awareness and Responsiveness

- Demonstrates cultural humility and responsiveness when working with participants from diverse backgrounds, honoring their values, lived experiences, strengths, and self-identified goals.
- Delivers services in a manner that promotes trust, dignity, and accessibility.

Preferred Competencies

Flexibility and Adaptability

- Ability to adjust priorities, schedules, and responsibilities in response to evolving program needs, participant emergencies, and grant requirements.
- Willingness to participate in occasional evening or weekend events as needed.

Interpersonal and Engagement Skills

- Ability to build rapport and guide conversations that assess participant needs, strengths, and goals.
- Creates a supportive, non-judgmental environment that encourages participant engagement and follow-through.

Data Entry and Documentation

- Ability to accurately enter, update, and track participant information and services in internal databases, including Colorado Department of Human Services Salesforce and Family Resource Center Association Salesforce.
- Ensures documentation meets program, reporting, and funding requirements.

Critical Thinking and Solution-Focused Approach

- Ability to assess complex, multi-faceted challenges and collaborate with internal teams to identify practical, creative, and participant-centered solutions.
- Uses sound judgment to problem-solve while adhering to program policies and funding guidelines.

Benefits

- Medical (Kaiser Permanente), Dental (Delta Dental of Colorado), Vision (VSP)
- Flexible Spending Account/Dependent Care Account
- Basic Life, AD&D Life Insurance coverage (Employer paid)
- Short term disability (Employer paid)
- Supplemental Accident Protection Coverage
- Employee Assistance Program (EAP)

- Simple IRA Plan with Employer 3% Match (TIAA)
- FAMLI – Family and Medical Leave Insurance

Perks of this Role

- Competitive pay
- Paid personal leave & sick leave
- Paid holidays & vacation
- Paid breaks throughout the year (Summer, Fall, Winter)
- Paid Sabbatical Program at 3 and 5 years of employment
- Company follows DPS for closures and delays due to inclement weather
- Casual Work Attire
- Wellness programs through Kaiser Permanente
- DEI initiatives
- Hybrid/Remote schedule for eligible roles
- Work culture teambuilding
- Fun work events
- Community partnerships

Diversity Statement

Personal or professional commitment to diversity, equity, and inclusion as demonstrated by persistent effort, active planning, allocation of resources and/or accountability for diversity and inclusion outcomes. Applicant must share a commitment to anti-racist work.

To Apply

Send a cover letter, resume, and three professional references to Mayra Aviña, Associate Director of Strategic Initiatives in an email at mavina@focuspoints.org. Applications will be accepted through March 13, 2026 with position start date of April 16, 2025.

Focus Points Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age, race, sex, color, religion, national origin, disability, military status, genetic information, ancestry, creed, gender identity or expression, and sexual orientation, or any other status protected by applicable federal, state or local law.