**Position: Reentry Navigator**

Position Summary: At the Reentry One-Stop, we are committed to offering diverse supports and services to adults returning to Monroe County after incarceration. As a Reentry Navigator, reporting to the President/CEO, you will be a cornerstone of superior customer service for our clients. Ideal candidates enjoy learning, possess a minimum of two years of recent experience in criminal justice or human/community services, can thrive in a dynamic, "jack of all trades" role that demands adaptability and a desire to “own” the job, and who does not require micro-management. You enjoy working as part of a team, understanding that everyone brings something valuable to the table. This is a full-time (**35** **hours a week)** position, accompanied by a benefits package and generous PTO.**.**

**Essential Duties/Responsibilities:**

Versatile Skill Set: Demonstrate excellent computer skills and a willingness to enhance them further.

Client-Focused Environment: Take initiative to create a positive and welcoming atmosphere for clients, visitors, and staff; be able to complete an intake with a client.

Form Assistance: Aid clients in completing various forms, including public benefits and job applications.

Data Management: Input and track financial data, utilize databases for client information, and maintain hard files.

Computer Lab Oversight: Monitor the computer lab, providing some light technical assistance to clients studying for their GED.

Office Operations: Order supplies, maintain inventory, schedule appointments for case managers, and coordinate meetings.

Administrative Support: Make office purchases (postage, supplies), answer and direct telephone calls.

Privacy and Confidentiality: Ensure client privacy and confidentiality in all aspects of the role.

Additional Duties: Undertake other responsibilities as assigned.

**Job Qualifications:**

Tech Proficiency: Proficient in various computer software, internet use, and MS Office Products. Experience using MS Access a plus..

Customer Service Excellence: Exhibit outstanding customer service skills, with the ability to defuse upset clients.

Diverse Backgrounds: Enjoy working with clients from diverse backgrounds, including those with serious mental illness or criminal histories.

System Knowledge: Familiarity with the *My Wayfinder* referral system is a plus.

Effective Communication: Communicate effectively and sensitively with clients and staff, handling sensitive information ethically.

Language Skills: Spanish-speaking skills are a plus.

Sense of Humor: Possess a sense of humor and the ability to "go with the flow."

Salary and How to Apply: Depending on the skills and experience the applicant brings, the annual salary could range from the high $30s to the high $40s. Please respond via email (no phone calls, please) with your resume to: Ann Graham at [agraham@rawny.org](mailto:agraham@rawny.org)

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