



Job Description: CFL Service Navigator

A successful Service Navigator will have excellent communication skills, ability to problem solve independently, and be comfortable with flexible planning models. The primary goal of the Service Navigator is to coordinate activities, build secure relationships with members and link members to appropriate resources to fulfill PIC's mission of helping older adults remain independent. The Service Navigator will follow program processes and procedures set by PIC & Community for Life Guidelines.

Locations: Washington, Frederick, Montgomery, Talbot County, and Anne Arundel Counties.

Duties and Responsibilities

- Provide each member with proactive contact to prevent social isolation.
- Identify member needs and guide members through the project standard packages of services.
- Maintain list of available resources within and without the organization that can fulfill the standard packages of services.
- Organize schedules and manage appointments for members.
- Participate with all required Service Navigator trainings and meetings; may require occasional travel to offsite locations.
- Maintain volunteer backup lists with skill set and availability.
- Partner with local leaders and businesses to promote PIC/CFL and add supply additional resources.
- Host and/or present at external organization meetings/conferences to aid program, development.
- Partner with other PIC/CFL staff to share best practice models and generate new ideas.
- Interact with other program coordinators, managers, and directors to ensure consistency across programs.
- Manage multiple projects and set prioritization schedules.
- Database entry, electronic & paper file management; train others as needed.
- Monitor and create reports on member involvement & participation.
- Support the operations of the site by fulfilling other duties as assigned.
- Adhere to the procedures of PIC/CFL including health, safety, and anti-discrimination policies.

Required Knowledge, Skills, and Abilities (KSA)

- Proven leadership skills (using servant leadership model).
- General knowledge of office equipment (computer, copier, etc.).



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- Able to work both independently and in team settings.
- Attention to detail and ability follow through.
- Knowledge of local area and area businesses.
- Ability to speak in front of large crowds.
- Ability to work under pressure.
- Ability to maintain confidentiality.
- Compassion and empathy.
- Bachelor's degree in business, marketing, social work, or related fields are preferred.
- Previous recruiting and/or volunteering experience is preferred.

Salary commensurate with experience
Reports to Community For Life Director

About Partners In Care Maryland, Inc.:

Partners In Care Maryland, is an impactful organization that invest in the Older Adults of our communities. Our team consists of bright, energetic and talented people who have a passion for making a difference in the world by helping underserved communities.

About Community for Life:

Maryland Community for LifeSM is an innovative program developed by the Maryland Department of Aging to support older adults as they age at home. The Community for LifeSM program provides a package of services that make it comfortable and convenient to age at home to Marylanders over the age of 60. The program's services are designed to prevent the predictable challenges of aging that can require admittance into a high level of care facility, such as a nursing home or assisted living facility. Community For LifeSM (CFL) is a unique opportunity to be part of a first-in-the-nation program being evaluated by the State of Maryland to prove the effectiveness of aging-in- place services. Members receive guaranteed transportation, handyman services, and service navigation for a monthly fee.

Comments: E.E.O.C. Excellent benefit package that includes medical, dental, life, 403(B), and more. No phone calls please. Interested Candidates should forward a resume to careers@partnersincare.org with the job title in the subject line or mail to Partners In Care at 8151-C Ritchie Hwy, Pasadena, MD 21122.



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