

### ***System Navigation Coordinator***

**Department:** CRB System Navigation/Community Education

**Reports To:** Youth and Family Services Manager

**Compensation:** \$58,000 - \$62,000 annual salary

**Time Commitment:** Full-time position/40 hours a week

**Benefits:** Medical, Dental, Vision, and Life Insurance. Paid Vacation and Sick Leave, a monthly cell phone stipend, a mileage stipend, professional development opportunities, and an opportunity to immerse in newcomer community culture.

**Location:** Position primarily based in Kent. Travel throughout King County is required.

***CRB requires all staff and volunteers to be fully vaccinated and provide vaccination documentation for COVID-19. New employees must meet this requirement before starting their positions. We serve vulnerable communities and feel our responsibility is to protect the communities we cherish and ourselves from harm. All safety protocols must be followed in CRB offices, work sites, community events, or clients' homes.***

**Mission:** Communities of Rooted Brilliance (CRB) is a non-profit community-based organization that promotes the self-sufficiency of all newcomers by helping them access services and educational opportunities while preserving traditional customs. Our work is centered around three foundational concepts. (1) The families we serve are partners in our work, and we continually seek their knowledge and wisdom on our services. (2) Our programs are always education-based because we believe that education is the way to a healthier and happier future. (3) We honor and recognize that dedicated leadership exists within each community and partner with these leaders to serve their communities in culturally responsive ways.

### **Scope of Work**

The System Navigation Coordinator oversees the day-to-day operations of the System Navigation & Community Education Department, which includes three core programs: MASS (case management for asylum seekers across Washington State), PRIME (case management for newly arrived refugees in King County), and GLOW (caregiver conversations for residents who live, work, or attend school in Seattle).

The Coordinator ensures the smooth delivery of programs by supporting the team of case managers, managing logistics, coordinating resources, and maintaining departmental

systems and procedures. Acting as the central hub, the Coordinator strengthens communication, data consistency, and cross-program alignment, allowing case managers to focus on direct service to our communities.

## **Responsibilities**

### *Department & Staff Coordination*

- Oversee the scheduling, coverage, and logistical needs of case managers across MASS, PRIME, and GLOW.
- Provide onboarding support for new case managers and ensure they are oriented to departmental systems.
- Serve as the central point of contact for staff questions regarding systems, scheduling, and logistics.
- Support staff with troubleshooting and problem-solving operational challenges.

### *Program-Specific Logistics*

- MASS (Washington State – Asylum Seekers):  
The Coordinator supports MASS case managers by handling statewide logistics, including resource referrals, interpreter scheduling, and follow-up tracking for asylum seekers.
  - Coordinate resource handoffs and ensure referral follow-up.
  - Manage coordination of support services.
  - Maintain accurate statewide scheduling records.
- PRIME (King County – Refugees within 5 Years):  
The Coordinator supports PRIME case managers by managing calendars, tracking partner meetings, and ensuring logistical consistency for newly arrived refugee families.
  - Organize referral logistics to housing, employment, and health providers.
  - Track community partnerships and events.
  - Support documentation of case management activities.
- GLOW (Seattle – Caregiver Conversations):  
The Coordinator supports GLOW facilitators and the Community Education Specialist by organizing sessions, preparing materials, and managing participant communications.

- Coordinate workshop/event logistics and scheduling.
- Ensure supplies, materials, and translations are available.

### *Systems & Resource Navigation*

- Maintain and update the department-wide resource directory.
- Ensure warm handoffs across programs when participants move between MASS, PRIME, and GLOW.
- Track referrals and outcomes to ensure timely participant support.
- Document and share navigation best practices across the department.

### *Data, Reporting & Compliance*

- Support case managers with timely and accurate data entry.
- Generate operational and logistics reports for CRB leadership.
- Monitor program deliverables to ensure compliance with funder and organizational requirements.
- Contribute to evaluation efforts with relevant logistics and systems data.

### *Cross-Program Communication & Collaboration*

- Coordinate and facilitate regular department meetings.
- Ensure consistent communication, tools, and practices across MASS, PRIME, and GLOW.
- Support joint initiatives and cross-department events.
- Develop and maintain shared communication systems (e.g., calendars, Teams channels, shared drives) to streamline information flow and collaboration.
- Track and distribute essential updates, deadlines, and reminders to case managers and staff across programs.
- Support the planning and coordination of cross-program community events or outreach efforts.
- Ensure that external communications (to partners, participants, and collaborators) are aligned across programs and consistent with the organization's messaging.
- Build collaborative relationships with other departments to integrate MASS, PRIME, and GLOW into broader organizational initiatives.

## **Qualifications**

- Bachelor's degree in human services, social sciences, public administration, or related field (or equivalent experience).
- Fluency in Spanish is required.
- Two years or more of experience in program coordination, operations, or administrative support in a nonprofit or community-based setting is required.
- One year or more of experience with case management is required.
- Experience supporting case managers or frontline staff in direct service programs.
- Strong organizational, scheduling, and time-management skills.
- Proficiency with Microsoft Office Suite and database systems.
- Knowledge of immigrant, refugee, and asylum-seeking communities preferred.
- Ability to work flexible hours, including evenings or weekends.

**Must have some evening and weekend availability.**

**Must have reliable transportation.**

**To apply for this position, send your resume to [mutendek@rootedbrilliance.org](mailto:mutendek@rootedbrilliance.org).**

**Applicants will be required to pass a background check.**