Job Description

Job Title: Economic Mobility Navigator
Department: Center for Working Families (CWF)
Reports To: Director of Workforce
Classification: Non-Exempt, Full-Time
Work Location: Office / Hybrid
Dated Released: October 2026

CHANGE LIVES AND MAKE A DIFFERENCE!

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share in the HUF values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come in contact with. Those values include but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

Job Summary:
The Economic Mobility Navigator serves as the primary point of contact for individuals seeking services through the Center for Working Families (CWF). Acting as the front door to the Center, the Navigator conducts eligibility screenings and comprehensive assessments to identify participants' strengths, goals, barriers, and service needs. In partnership with participants, the Navigator develops individualized Economic Mobility Action Plans and helps them navigate the programs, resources, and opportunities that support their path toward economic self-sufficiency.

Using a holistic and participant-centered approach, the Navigator educates participants on CWF services, explains program expectations and participant commitments, and guides individuals through the intake, enrollment, onboarding, and referral process. The Navigator coordinates connections to internal and external resources, maintains accurate participant records, ensures compliance with funder requirements, supports reporting and outreach efforts, and promotes participant engagement, retention, and long-term economic mobility outcomes.

Essential Duties

- **Participant Navigation & Engagement:** Serve as the first point of contact for prospective participants, providing information on CWF services, enrollment, and economic mobility opportunities.
- **Eligibility Determination:** Conduct eligibility screenings and ensure compliance with program requirements.
- **Intake & Assessment:** Complete comprehensive intakes and assessments to identify participant strengths, barriers, goals, interests, and needs.
- **Motivational Coaching & Engagement:** Use motivational interviewing and participant-centered strategies to support enrollment, engagement, retention, and barrier resolution.
- **Economic Mobility Action Planning:** Partner with participants to develop individualized action plans with goals, milestones, and steps toward economic self-sufficiency.

- **Participant Education & Expectation Setting:** Educate participants on the CWF model, services, requirements, responsibilities, and expectations for success.
- **Journey Navigation & Onboarding:** Guide participants through intake, enrollment, onboarding, service connections, and their overall economic mobility journey.
- **Orientation, Workshop Facilitation & Logistics:** Coordinate and facilitate orientations, workshops, participant engagement activities, communications, scheduling, attendance tracking, documentation, and related logistics.
- **Service Navigation & Referrals:** Coordinate referrals and warm handoffs to internal programs, services, and community partners based on participant goals and needs.
- **Care Coordination & Follow-Up:** Maintain communication with participants, staff, and partners to coordinate services, address barriers, monitor progress, and support completion of action plans.
- **Data Collection, Documentation & Record Management:** Collect, analyze, and maintain accurate participant data, records, assessments, referrals, case notes, services, and outcomes in required systems and databases.
- **Compliance & Quality Assurance:** Ensure all documentation meets organizational and funder requirements and support audits, monitoring, file reviews, and compliance activities.
- **Outreach & Recruitment:** Support outreach, recruitment, and community engagement efforts to increase awareness of CWF services and participant access.
- **Reporting & Performance Support:** Assist with data validation, outcome tracking, and the preparation of required reports for funders, leadership, and program management.
- **Program & Operational Support:** Provide administrative, operational, and project support that enhances program effectiveness and participant success.

Qualifications and Job Requirements:

- Fluency in English and Spanish (written and verbal) required, with the ability to effectively communicate with individuals from diverse cultural, educational, and socioeconomic backgrounds.
- Strong interpersonal, communication, facilitation, and relationship-building skills, with the ability to engage participants, establish trust, and foster meaningful connections.
- Experience conducting participant assessments, facilitating goal-setting conversations, developing action plans, and supporting self-sufficiency and economic mobility efforts.
- Knowledge of motivational interviewing, active listening, trauma-informed practices, and participant-centered engagement strategies.
- Demonstrated ability to work effectively with diverse individuals, families, community partners, and multidisciplinary teams.
- Strong organizational, problem-solving, and time-management skills with the ability to prioritize multiple responsibilities, manage competing deadlines, and maintain attention to detail.
- Ability to maintain confidentiality, exercise sound judgment, and handle sensitive participant information with professionalism and discretion.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint) and the ability to learn and effectively utilize client management, data collection, and reporting systems.
- Ability to analyze, document, and maintain accurate participant records, assessments, case notes, action plans, and program data in a timely manner.
- Ability to work independently and collaboratively in a fast-paced environment while maintaining a positive, participant-focused approach.

- Flexibility to work occasional evenings and weekends to meet participant, program, and community engagement needs.
- Ability to successfully pass a Level II background screening.
- Possession of a valid Florida driver's license, current automobile insurance, and reliable transportation with the ability to travel throughout Broward and Miami-Dade Counties as needed.

Education and Experience:

- Bachelor's degree in Workforce Development, Human Services, Social Work, Business Administration, or a related field or Associate's Degree with three years of experience in providing job placement, social services, and/or coaching.
- Minimum of three (3) years of experience in case management, workforce development, career coaching, human services, community engagement, participant navigation, or a related field.
- Experience working with diverse populations, including immigrants, low- to moderate-income (LMI) individuals, and adults with barriers to employment.

Working Environment:

This position operates under a hybrid work schedule, with work performed both at designated HUF locations and remotely, as determined by organizational and program needs. Employees must maintain a private, secure, and professional remote workspace that meets the same confidentiality standards required in HUF offices. The position requires the ability to travel between HUF locations, community sites, and remote work locations as needed to fulfill job responsibilities.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employees Signature_____ Date: _____

Supervisor's Signature_____ Date: _____

Title: _____

This job description does not alter your "at-will" status. It is not an employee agreement or contract. Management has the right to alter this job description at any time with or without notice. Employee understands that other tasks or duties may be added or assigned from time to time, at the discretion of the administration.