



Resources, Referrals, and Support / Recursos, Referencias, y Apoyo

Job Title: Family Resource Navigator
Reports To: Executive Director
Classification: Non-Exempt, Hourly
Location: Sonoma County (Office and Limited Field Work)
Compensation: \$28.00/Hour to \$32.00/Hour
Schedule: Up to 1.0 FTE (37.5 Hours Per Week)

Organizational Overview

River to Coast Children's Services (RCCS) is a nonprofit Family Resource Center dedicated to nurturing the healthy development of children and families throughout Western Sonoma County. Since 1976, RCCS has partnered with families, child care providers, schools, and community organizations to remove barriers, expand opportunities, and strengthen the systems that help children thrive. Through resources, referrals, education, and supportive programs, we are committed to building stronger families, healthier communities, and brighter futures for every child we serve.

Position Summary

The Family Resource Navigator is responsible for coordinating RCCS's Basic Human Needs Program, including participant intake, eligibility determination, financial assistance coordination, food pantry operations, resource referrals, case management services, and program reporting. The position serves as the primary staff member responsible for supporting families experiencing economic hardship and connecting them with resources that promote family stability and child well-being. This position is grant-funded and continued employment is contingent upon funding availability.

Primary Responsibilities

- Serve as the primary staff member responsible for administration of the Basic Human Needs Program.
- Conduct participant intake interviews, needs assessments, and eligibility reviews for available program services and financial assistance.
- Determine eligibility and maintain supporting documentation in accordance with program guidelines and funding requirements.
- Coordinate and track distribution of approved financial assistance and basic needs support.
- Provide case management, resource navigation, referrals, advocacy, and follow-up services to participating families.
- Assist families in accessing housing, food, transportation, healthcare, child care, employment, and other community resources.
- Assist families in developing goals that promote long-term family stability and self-sufficiency through coordinated support and resource planning.
- Maintain accurate participant files, case notes, service records, and program documentation.
- Oversee operation of RCCS's food pantry, including purchasing, inventory management, organization, and distribution activities.
- Maintain accurate records of food purchases, inventory, and pantry distributions.
- Develop and maintain collaborative relationships with community organizations, service providers, and referral partners to improve family access to supportive services.
- Conduct outreach activities to identify and engage eligible families.
- Collect, maintain, and analyze participant and program data to support grant reporting, outcome measurement, program evaluation, and continuous quality improvement.
- Prepare reports and program statistics as assigned.
- Represent RCCS at community meetings, outreach events, and collaborative partnerships.
- Perform other duties related to agency and program operations as assigned.

Required Qualifications

- Associate's Degree or higher in Human Services, Social Work, Child Development, Education, Public Administration, or a closely related field preferred; relevant experience may be substituted for education.
- Experience in case management, family services, social services, public benefits administration, eligibility determination, community resource coordination, or a closely related field preferred.
- Strong organizational, customer service, interpersonal, and communication skills, with the ability to manage multiple priorities and meet established deadlines.
- Demonstrated ability to work effectively with individuals from diverse cultural, socioeconomic, and family backgrounds.
- Ability to maintain confidential records, exercise sound professional judgment, and handle sensitive information appropriately.
- Proficiency with Microsoft Office Suite, email systems, databases, and general office technology.
- Ability to work independently and collaboratively as part of a team.
- Bilingual in English and Spanish (written and verbal) required
- Valid California Driver's License, proof of automobile insurance, reliable transportation required.

Work Environment and Physical Demands

- Primarily office-based with regular travel throughout Sonoma County for meetings, outreach activities, food purchasing, and community events.
- Frequent use of computers, telephones, scanners, and other standard office equipment.
- Regular standing, walking, bending, reaching, and occasional climbing while organizing, stocking, and distributing food and program supplies.
- Ability to lift, carry, and transport up to 50 pounds, including food items, outreach materials, and resource supplies.
- Ability to work occasional evenings or weekends for community meetings, trainings, outreach events, or other agency functions.

How to Apply

Interested applicants should submit a resume and brief cover letter outlining relevant experience and interest in the position to:

✉ jvillarreal@rccservices.org

🕒 Applications will be reviewed on a rolling basis until the position is filled.

RCCS is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees and the communities we serve.