



Job Description: CFL Service Navigator Part Time

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 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.

Location: Montgomery County, Maryland

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)



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

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:

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 social engagement for a 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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