



Job Title: Client Navigator

Reports To: Director of Program Administration

FLSA: Exempt / Full-time

Location: Greater Kansas City Metro Area. Travel to job sites across the metro required (~50–80% of the time)

Salary: \$45,000-\$50,000

Job Description: Full Time

Position Overview:

A Client Navigator serves as a crucial link between clients and the services offered by HopeBUILDERS, offering personalized guidance to ensure each individual receives support, solutions, and connections to other resources in the community. By harnessing your strong interpersonal skills, attention to detail, and deep understanding of available resources, you will empower clients and navigate them through the home repair and accessibility process, and connect them to other resources when possible.

Key Responsibilities:

- Manage client intake from phone call and referral requests
- Coordinate and attend, with construction staff, the initial assessments to understand client needs and circumstances
- Communicate to client what services will be provided and the process of completion
- Ensure clients complete necessary documentation and applications, assist if needed
- Coordinate with other service providers regarding any comprehensive care
- Follow up with clients to monitor progress and address any ongoing needs
- Maintain accurate and up-to-date client records
- Offer emotional support and empathy to clients facing challenging situations
- As project completion, survey client and close out files
- Provide clients with information about other available services and resources and maintain knowledge and list of resources, updating as needed.
- Be the voice of the client inside the organization
- Conduct outreach activities to identify and engage potential clients
- Provide educational resources and tools to help clients become more self-sufficient
- Capture meaningful client stories for marketing purposes

Requirements:

- Bachelor's degree in social work, psychology, or a related field
- Minimum of two years' experience in a similar role
- BSW, OTA or CAPS certified strongly preferred but not required with other relevant experience
- Previous experience in client advocacy or case management with older adults
- Strong knowledge of community resources and services
- Excellent communication and interpersonal skills
- Familiarity with local and national policies affecting client services

- Ability to work independently and as part of a team
- Proficiency in using client tracking software and tools
- Experience in conducting outreach and community engagement
- Ability to handle sensitive and confidential information with discretion
- Strong problem-solving and organizational skills
- Empathy and compassion for older adults and individuals living with disabilities
- Capability to manage multiple tasks and prioritize effectively
- Basic computer skills, including knowledge of Google Drive
- Valid driver's license and reliable transportation
- Willingness to undergo any required background checks
- Commitment to the mission and values of HopeBUILDERS Home Repair and our guiding principles of:
 - Relationships and Respect
 - Safety
 - Dedication and Commitment
 - Good Stewards of Resources
 - Quality Solutions

Performance Metrics

- % of clients helped from start to finish
- Client satisfaction scores
- Timeliness and accuracy of project documentation submission for funder reporting.

Interested candidates should email their cover letter, resume, and salary requirements to hr@hopebuilders-kc.org