

Benefits and Grant Navigator for Federal and State Funds

Grant Funded Position - Term Appointment Anticipated through December 31, 2024 unless extended

Position Purpose:

The purpose of the Benefits and Grant Navigator for Federal and State Funds position is to increase awareness and accessibility to public assistance, benefits and grants for Easton residents, businesses and civic groups, especially those temporary or limited programs authorized under the American Rescue Plan Act (ARPA) and other related COVID-19 economic recovery programs on the state and federal level, in a manner that maximizes awareness and access to benefits while minimizing duplicative programming on the local level. The Benefits and Grant Navigator is responsible for assisting individuals in understanding and enrolling in the benefits and programs they may be eligible for, while also providing comprehensive case management.

The incumbent is responsible for independently identifying and promoting actionable and relevant state and federal programs, especially those novel and temporary programs recently or soon to be authorized, which provide financial and other benefits for Easton residents and businesses, and must do so on an ongoing and proactive basis to support the Department of Health and Community Service's broader mission to empower the residents of Easton by promoting education and wellness for families and individuals through existing benefits that may be underutilized, inaccessible, or unfamiliar to the general public.

The Benefits and Grants Navigator is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control, and will be an important member of the Town's grant management team providing insight and recommendations on Town-wide ARPA and similar grant programming to ensure that the Town's local grant programs do not unnecessarily and/or inefficiently duplicate existing state and federal programs already available to the community.

Supervision:

Supervision Scope: Performs responsible duties requiring independent judgment in assessing individual situations in order to determine appropriate course of action. Performs responsible duties requiring analytical skills and systems / organizational thinking to understand the interrelation between state and federal grant programs and local grant planning.

Supervision Received: Works under the general direction of the Deputy Director of Health and Community Services- Financial and Veterans Services. Employee refers unusual cases to the supervisor. The position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: None.

Job Environment:

Much of work is performed under typical office conditions, in addition to occasional home visits as required to support vulnerable populations in the completion of benefits applications.

Operates automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Makes regular contacts with local/state/federal public agencies, local medical facilities, nursing/rehabilitation organizations, day care facilities, community groups and organizations, businesses, other municipal employees, and the general public. Contacts are by phone, correspondence, and in person and require some persuasiveness and resourcefulness to guide the behavior of others.

Has access to department-related confidential and sensitive information, especially client personal information, and therefore must excise confidentiality.

Errors could result in delay of department services, confusion, and adverse public relations for the department as well as the Town.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position)

Identifies programs, grants, and benefits available to residents, businesses and other civic groups at the local, State and Federal levels. Keeps informed, through research and independent study of new programs, benefits, and legislation that may affect benefit availability.

Keeps supervisor and Director of Health and Community Services, as well as Town Administration, abreast of ongoing research of available state and federal grant and benefits programs, particularly as those programs may potentially overlap with local relief priorities.

Creates and maintains, or otherwise identifies and promotes, public-facing website and/or other resources which aggregate and organize available programs for residents and businesses; works with municipal and community groups to increase awareness and access to those programs.

Maintains a current resource file of information on programs and services for seniors, families, and other at-risk categories of Easton residents.

Conduct basic assessments of individuals' eligibility for public benefits.

Assist individuals in understanding the public benefits they may be eligible for. Makes referrals to appropriate agencies. Assists individuals in applying for and enrolling in public benefits and other financial assistance programs they are eligible for.

Coordinates with the Department of Planning and Economic Development and related regional planning entities to identify and promote business grant opportunities and make referrals as appropriate.

Track and monitor progress of applications. Assist with requests for additional information to complete applications. Support applicants to ensure they are approved and individuals receive benefits they may be entitled to.

Assists with scheduling appointments and addressing transportation and communication obstacles.

Maintains written records on each person contacted, the types of services needed, the referrals made, and any required follow-up.

Makes home visits to homebound or underserved residents.

Maintains a Resident-at-Risk list. Coordinates with staff as needed regarding Residents at Risk.

Attend/schedule public education workshops and communication opportunities to raise awareness of available benefits. Provide general information to community members on community resources.

Attend and participate in required educational programs and staff meetings.

Produce various reports at the direction of supervisor to demonstrate effectiveness of grant and program uptake and award.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree in related field preferred or demonstrated and significant experience in working with Case management, public benefit screening protocols, and/or grant writing.

Experience and/or ability to work with diverse populations.

Ability to Obtain and maintain certification as a Certified Application Counselor, SHIP/SHINE Counselor.

Special Requirements:

Possession of a valid motor vehicle operator's license.

Knowledge, Ability and Skill:

Knowledge: Knowledge of social service and governmental agencies that provide services.

Ability: Ability to establish and maintain effective and harmonious working relationships with community organizations and government providers.

Ability to stay organized and manage a high volume workload consisting of multiple projects, often with strict deadlines.

Ability to interact in an empathetic and sensitive manner. Ability to interact with sensitivity to the needs of people from diverse backgrounds.

Ability to communicate effectively in written and oral form.

Ability to operate standard office equipment.

Desire and ability to work independently, but also to perform in a team environment.

The availability to work a flexible schedule that may include evening and weekend hours.

Skill: Skill in operating computers and applicable word-processing and statistical applications. Excellent customer service skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk and listen; required to walk, use hands to finger, and reach with hands and arms, bend and stretch to reach low and high shelves. The work requires lifting print and other materials, office equipment and supplies weighing up to 30 pounds and being able to carry a reasonable quantity of materials from places where they are stored to places where they may be used. Intermittent reaching, crouching, and similar activities. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Non Union Grade: F FLSA Status: Non-Exempt
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