



role & responsibility of a navigator

Navigators play a key role in the **Integrated Client Journey (ICJ)**. Navigators assist clients in defining their goals and then provide an individualized pathway to specific services and programs through referrals and utilizing relationships to make connections for specific services. Navigators can be described as empathetic, compassionate, nonjudgmental, motivating, and encouraging.

Navigators work within a Navigation Team at an agency. The Navigation Team includes the Navigator, who works full time on Navigation duties, as well as staff members who are partially assigned to direct service Navigation duties and supervision, so that the agency can serve clients without interruption if there is staff turnover.

Navigators are well-rounded generalists, not specialists. They support clients' efforts to accomplish their long-term goals. Navigators have a vast understanding of the communities they serve, resources, and needs. So Navigators can successfully work with all populations, United Way provides extensive training in coaching skills, trauma-informed care, cultural humility, motivational interviewing, cross cultural practice, and use of common tools, among other topics – all to further support the success of the Integrated Client Journey for the client.

Meet Olivia

Years of Experience:

10+ years of Social Work

Education background: Master, LCSW

Resident of Region 4

Key skills:

- Relational-based model to work alongside the client
- Specialized in mental health therapy
- Navigating client experience to foster buy-in and confidence in pursuing new possibilities
- Knowledgeable in the Self Sufficiency Well-Being Matrix to support clients in goal setting and vision planning
- Ability to empathize with clients that have experienced traumatic events that impact daily life
- Expert in credit and financial coaching
- Led DEI initiative for local Houston organization

Meet Mateo

Years of Experience:

5 years of Community Outreach

Education background: Bachelor's Degree

Native Houstonian

Key skills:

- Client-centered outreach driven to meet the needs of ALICE and those living below the federal poverty threshold where they are at
- Understands that no client is the same and values making clients feel understood, heard, and supported to achieve their short-term and long-term goals
- Knowledgeable on how to support unhoused residents for long-term self-sufficiency
- Experienced in coaching clients through difficult situations
- Well-versed in housing assistance for unsheltered residents
- Experienced in motivational interviewing during unforeseen circumstances



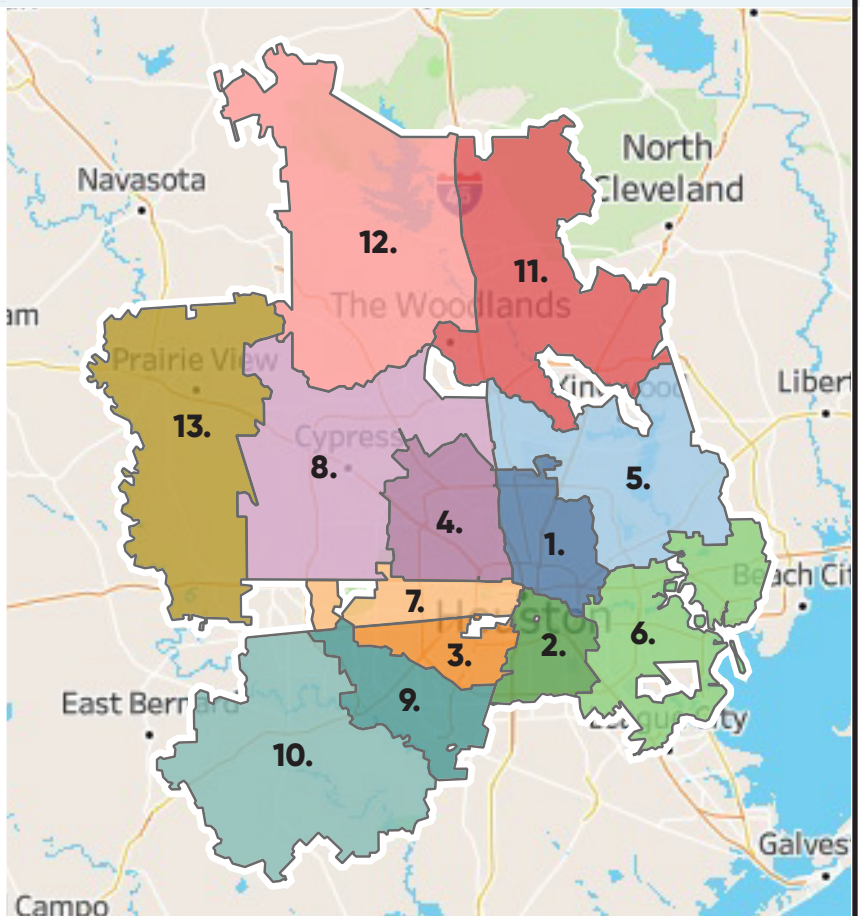
Why discover possibilities with a Navigator

Often individuals receiving services retell their experiences multiple times just to receive the desired resource. Navigators play an essential role in guiding clients through a journey to self-sufficiency by focusing on a strength-based and client-driven model. Our neighbors need innovative, actionable, reliable, and connected solutions that bridge the gaps they often experience in receiving community services.

One Navigator states “The opportunity for clients to enroll in the ICJ program offers them a compassionate accountability partner that has direct connections to over 100 community organizations in the 13 Region area in the hope that we can help change the life of one or more family members who are seeking new possibilities.”

Regions & Partners

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| 1. Northeast HC | 7. Western HC |
| The Salvation Army | The Council on Recovery |
| Wesley Community Center | The Montrose Center |
| 2. Southeast HC | 8. Far Northwest HC |
| Catholic Charities | Hope Disaster Recovery |
| Target Hunger | Northwest Assistance Ministries (NAM) |
| The Salvation Army | 9. Northeast FBC |
| 3. Southwest HC | The Alliance |
| BakerRipley | 10. Southwest FBC |
| The Alliance | Catholic Charities |
| 4. Northwest HC | 11. East MC |
| Memorial Assistance Ministries (MAM) | Volunteers of America (VOA) |
| The Council on Recovery | 12. West MC |
| 5. Far Northeast HC | Easter Seals |
| Humble Area Assistance Ministries (HAAM) | 13. Waller County |
| 6. Far Southeast HC | AccessHealth |
| BakerRipley | |



connecting people to possibility.