



Main Office
405 N. Elm Street, Lumberton, NC 28358
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Title: Success Navigator

Status: Non-Exempt

Terms: Permanent Full Time

Department: CSBG

Reports To: CSBG Director

Job Summary: The Success Navigator will provide comprehensive support to customers participating in the Self-Sufficiency Program. This role involves guiding customers through the program, helping them set and achieve goals, and connecting them with necessary resources. The ideal candidate will have strong interpersonal skills, a deep understanding of social services, and a passion for helping individuals and families achieve self-sufficiency. Any other duties as assigned.

Essentials Duties and Responsibilities:

- Conduct initial assessments to determine customers' eligibility, needs, strengths, and goals.
- Develop and implement individualized service plans in collaboration with customers.
- Provide ongoing support and guidance to customers, helping them navigate the program and overcome barriers.
- Connect customers with community resources, such as employment services, educational opportunities, housing assistance, and financial counseling.
- Monitor customers' progress and adjust action plans as needed to ensure successful outcomes.
- Maintain accurate and up-to-date customer records, ensuring confidentiality and compliance with program policies.
- Recommend workshops and training

sessions to enhance customers' skills and knowledge.

- Collaborate with program staff and community partners to coordinate services and support for customers
- Advocate for clients and provide customers
- Complete required reports for program and funder
- Comprehend and follow the policies and procedures of the self-sufficiency program
- Participate in program evaluation and continuous improvement efforts.

Qualifications

- Bachelor's degree in Social Work, Human Services, Counseling, or a related field.
- Relevant experience may be considered in lieu of a degree.
- Minimum of 2 years of experience in case management, social services, or a related field.
- Strong understanding of self-sufficiency programs and resources.
- Excellent communication, organizational, and problem-solving skills.
- Ability to work effectively with diverse populations and build strong relationships with customers and community partners.
- May require evening or weekend hours to accommodate customer's needs.
- Proficiency in case management software and Microsoft Office Suite.
- Commitment to the mission and values of the Self-Sufficiency Program.

Equal Opportunity Employer