



URBAN LEAGUE OF BROWARD COUNTY
Job Vacancy Posting

Title: Lynx Navigator/Case Manager
Department/Division: Program Impact
Supervisor: Division Manager
Revision Date: June 2023

Summary:

The **Lynx Navigator/Case Manager** will play a key role in supporting the organization's program services to ensure that we are meeting our programmatic goals and outcomes, maintain compliance and actively engage the community. The Lynx Navigator/Case Manager supports the supervisor and the team/department.

Responsibilities:

- Responds to incoming calls and requests and educates callers regarding the service offerings available at the Urban League of Broward County and its external community partners.
- Contacts potential clients to confirm, conduct, and to complete intake documentation in order to successfully orient clients to the Lynx service model.
- Manages and maintains a client caseload appropriate to the referrals received from external sources, internal programs, community outreach, and Division Manager.
- Completes and submits, in a timely fashion as indicated by the Division Manager, proper documentation of client interactions into the client management system.
- Monitors program progress once a client is enrolled into a program utilizing an optimized scheduling system.
- Ensures all required client data is recorded into the client management system.
- Monitors client participation goals and referral status on a rotating schedule outlined by client's needs and division overview.
- Maintains a client tracking system to monitor active and inactive clients of the Lynx service model.
- Ensures that data collection, reporting and filing systems meet organization's reporting needs and complies with all contracts', funders', and audit requirements.

- Participates in chart review audits with Division Manager and other ULBC colleagues.
- Prepares client files (copy required documentation) and workshop materials as needed.
- Provides current information to program clients, prepares email communications and scheduling of meeting rooms as needed for appointments.
- Interacts with other Division staff to ensure the appropriate services are provided to clients.
- Utilizes company scheduling software to maintain daily, weekly and monthly task schedules.
- Engage in community outreach activities to inform the community of the services available to them at the Urban League of Broward County.
- Provides general administrative support to SIQA DM and other duties as assigned.

Education/Experience:

Bachelor's Degree required in the field of Social Work or related human service field and a combination of college education and job related experience.

- Bilingual preferred in English and Spanish, Creole, etc.
- Must have excellent presentation skills.
- Experience in the area of outreach is preferred.
- Must have excellent written and verbal communication skills.
- Must have a working and vast knowledge of all internal program services available at the Urban League of Broward County.
- Experience working with disadvantaged populations.

Qualifications & Skills:

- A minimum of at two years' experience entering client level data into an electronic database.
- Strong and clear verbal and written communication skills.
- Strong knowledge of MS Office, including Excel, Word, and PowerPoint.
- Resourceful and an eagerness to learn.
- Must be flexible and able to work in a team environment.

- Demonstrated ability to establish and maintain systems for organizing work; well-developed time management skills and ability to meet stringent deadlines and time constraints.
- Mature judgment and demonstrated ability to work with minimal supervision in a fast-paced work environment.
- Demonstrated professionalism, diplomacy, and composure; flexible and able to adapt to a variety of situations.
- Ability to work cross-functionally with multiple Divisions and senior management.
- Strong social skills with the ability to speak to strangers.
- Performs other duties as assigned.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a valid Florida Driver's License and a reliable vehicle.
- Must pass a Level 2 background fingerprinting and drug screening.

Submit Cover Letter and Resume to:
hiring@ulbcfl.org

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER