



Rose Andom Center Job Description: Guest Navigator

The Rose Andom Center, Colorado's first family justice center, improves the lives of domestic violence victims by facilitating better access to services and staff of community organizations and government agencies in a single, safe location. At the Rose Andom Center, organizations and agencies work together under one roof to provide for the needs of individuals and families affected by domestic violence.

Job Title: Guest Navigator

Status: Part Time or Full Time

Salary Range: \$18.25-19.25/hour or \$40,000-42,000 annual salary

Reports to: Navigation Coordinator

Please send resume **and** cover letter to jobs@roseandomcenter.org

Job Summary:

This position is the first point of contact for all individuals entering the Rose Andom Center. This person coordinates with community and systems partners and guests to ensure that guest needs are met, and security protocols are followed. This position also takes the lead on responding to phone calls, directing information and resources and scheduling Rose Andom Center intake appointments.

Job Duties and Responsibilities:

- Responsible for hospitality, screening all visitors to determine their destination, as well as performing a check-out evaluation with clients, and confirming appointments.
- Ensure conflict-checks and security protocols are followed.
- Utilize crisis-intervention techniques and trauma-informed practices when communicating with clients to help problem-solve.
- Manage front desk business, including answering phones and providing basic information on services provided at the Rose Andom Center; transfer calls to appropriate staff and partners.
- Navigate client needs by thoroughly screening them and make resource referrals when necessary
- Facilitate warm hand offs between onsite partners, including community and systems-based agencies and our onsite medical clinic.
- Create basic safety plans with clients to ensure survivors have safe options after they exit the Center, ensuring wrap-around needs are met.
- Distribute mail and notify partners of package deliveries.
- Enter client data and tracking into relevant spreadsheets and database as needed.
- Prep interview rooms as needed; ensure they are stocked with copies and supplies.
- Work closely and cooperatively in a team setting with Rose Andom Center staff, Agency Partners, interns, and volunteers.
- Provide miscellaneous support to clients and staff as needed
- Other duties as assigned.



Rose Andom Center

One Place. Immeasurable Hope.

Job Qualifications, Knowledge, Skills, and Abilities:

- Bachelor's Degree preferred
- Bilingual Spanish strongly preferred
- Prior experience serving diverse communities and clients who have experienced trauma.
- Commitment to social justice and the mission of the Rose Andom Center.
- Reliable and Dependable
 - ✓ Must meet strictly defined time frames and deadlines.
 - ✓ Ability to handle demands of daily workload management.
- Multi-Task Abilities
 - ✓ Able to manage numerous tasks efficiently and responsibly.
 - ✓ Solid follow through on projects.
- Problem Solver
 - ✓ Ability to provide informed, diplomatic, and thoughtful solutions to daily problems.
 - ✓ Provide conflict resolution.
 - ✓ Maintain ethical communication.

Part-Time:

The Rose Andom Center offers an RTD EcoPass, paid time off including 10 holidays and accrual of vacation and sick/wellness hours.

Full-Time:

The Rose Andom Center offers a comprehensive benefits package with 100% employer-sponsored medical, dental, vision, and life insurance policies along with access to a Flexible Spending Account (FSA) and an RTD EcoPass. Paid time off includes 10 holidays plus a generous accrual of vacation and sick/wellness hours. Additionally, employees may participate in a SIMPLE IRA retirement plan with immediate vesting, employer contribution (currently 2%), and access to free personal financial advising services.

The Rose Andom Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age or disability. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, compensation and training.

COVID-19 considerations:

Rose Andom Center staff, interns, and volunteers must be fully vaccinated against COVID-19. Medical or religious exemptions will be considered.