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**Job Title:** Latino Navigator  
**Program/Dept.:** Central Valley Regional Center Latino Navigator Program  
**Classification:** Temporary, Full-Time/ Non-Exempt  
**Salary Range:** \$18.50/Hourly  
**Reports to:** Program Director  
**Location:** 4879 E. Kings Canyon Road, Fresno, CA 93727  
**Date:** March 27, 2024

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## 1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

## 2. THE PROGRAM

The Latino Navigator Program is a program of the Central Valley Regional Center (CVRC) operated by The Fresno Center and funded by the Department of Developmental Services. CVRC helps individuals with intellectual and developmental disabilities, and children at risk, to reach their goals. The Latino Navigator Program grew out of a need to address the disparity in purchase of service and service utilization by regional centers to certain identified subgroups. The goal of the Latino Navigator Program is to improve and promote service delivery to individuals with developmental disabilities in the Latino and monolingual Spanish-speaking population in Fresno, Madera, and Kings County.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

## 3. POSITION SUMMARY

Under the direction of the Program Director, the Latino Navigator works with monolingual Spanish-speaking Latino individuals and families located in Fresno County, Madera County, and Kings County with the goal of improving understanding of, access to, and engagement with, CVRC and its generic resources. The Latino Navigator provides ongoing support for individuals and their respective families utilizing a person-centered approach with the focus on identifying strengths, reducing barriers to service utilization and helping them reach their goals.

## 4. JOB DUTIES & RESPONSIBILITIES

Job duties and responsibilities include but are not limited to:

- 4.1. Participate in cross-training on individuals with developmental disabilities, their specific needs, CVRC policies and procedures, and the Developmental Services system, and any other additional Promotor training.
- 4.2. Build community trust through home visitations and mentoring and conduct individual sessions/visits within the community. Connect individuals and families to available community generic resources (such as IHSS, SSI, child care resources, low income housing, medical resources, etc.).



- 4.3. Educate, mentor, and enhance individual and families' knowledge about disabilities, and their child/family needs
- 4.4. Identify unmet needs for CVRC-eligible individuals and families and improve individual and family advocacy skills
- 4.5. Conduct assessments identifying goals and objectives, and will complete required documents such as pre/post surveys and questionnaire.
- 4.6. Collaborate with CVRC Service Coordinators, and CVRC- eligible individuals and families to develop the most effective service plan using the constructs of cultural competency, self-determination, and person centered thinking.
- 4.7. Identify existing barriers and increase utilization of services for identified individuals and families and conduct data collection (data tracking tools, case notes).
- 4.8. Prepares correspondence, records, and reports.
- 5.10. Performs other duties as assigned.

**5. MINIMUM QUALIFICATIONS:**

- 5.1. High School Graduate (or GED) or higher required
- 5.2. Must be bilingual/fluent in Spanish and English.
- 5.3. Must have transportation and a valid California Driver's License
- 5.4. Clean DMV record and valid vehicle insurance
- 5.5. Must pass background check and Drug Test
- 5.6. Commitment to the mission and values of the agency
- 5.7. Committed to the program goals and outcomes

**6. COMPETENCY:**

- 6.1. Conducting assessments or questionnaires
- 6.2. Knowledgeable in working with Latino individuals and families to assist with navigating and engaging in resources within the individual's and family's community to meet their needs.
- 6.3. Good social and communication skills with face-to-face and telephone contacts with Latino individuals and families.
- 6.4. Person Centered Thinking principles, theories, techniques and practices.
- 6.5. Principles and practices of behavioral health education, community organizations and allied behavioral health services and resources;
- 6.6. Laws, regulations and ethical standards governing client records;
- 6.7. Motivational interviewing techniques;
- 6.8. Case management services in a wellness and recovery evidence-based framework;
- 6.9. Cultural humility theory, practice and its application

**7. SUPERVISORY RESPONSIBILITIES:**

The CVRC Latino Navigator Program Director serves as the liaison between The Fresno Center and CVRC and provides direct oversight and accountability for contractual goals and program protocols. The Director works in tandem with a program Lead to monitor case files, ensure proper documentation, develop program materials, train team members, and track Purchase of Service (POS), referrals, Quarterly Reports, Exit Reports, and billing.

**8. PERSONAL QUALITIES**

Be a leader in the community who speak the same language as the individuals they serve and understand the challenges CVRC-eligible individuals and families face.

- 8.1. Empathetic
- 8.2. Accountable
- 8.3. Diligent and Organized
- 8.4. Ethical
- 8.5. Punctual
- 8.6. Flexible
- 8.7. Problem-solver
- 8.8. Creative
- 8.9. Honest



**9. WORK ENVIRONMENT:**

- 9.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 9.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**10. TYPICAL WORKING CONDITIONS:**

- 10.1. The office setting is a normal environment.
- 10.2. Occasionally work during early morning, evening, or weekend.
- 10.3. May be subject to temperature variances in the office.
- 10.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

**11. TYPICAL PHYSICAL DEMANDS.**

- 11.1. Requires sitting, standing, or walking for up to eight hours a day.
- 11.2. Some bending, stretching, or reaching may be necessary.
- 11.3. Lifting to 40 pounds may be required on occasion.
- 11.4. Vision must be correctable to 20/20
- 11.5. Hearing must be in the normal range for telephone contact.

**12. POSITION TYPE AND EXPECTED HOURS OF WORK:**

- 12.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 12.2. Evenings and weekends as needed.

**13. TRAVEL:**

- 13.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 13.2. Travel time also includes travel for client home visits and site visits to schools, medical centers, and/or other resource sites.
- 13.3. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.

**14. REQUIRED EDUCATION AND EXPERIENCE:**

- 14.1. High School Graduate (or GED) or higher required
- 14.2. Must be bilingual/fluent in Spanish and English.

**15. PREFERRED EDUCATION AND EXPERIENCE:**

- 15.1. Minimum of one-year outreaching and previous work experience with the Latino community
- 15.2. Previous experience in working with people with developmental delays
- 15.3. Previous experience in working in a non-profit setting preferred

**16. BENEFITS:**

- 16.1. Medical, vision, and dental coverage.
- 16.2. Life insurance coverage at annual salary.
- 16.3. Sick leave, per personnel policy.
- 16.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 16.5. Vacation, per personnel policy
- 16.6. Holidays per personnel policy

**17. Affirmative action plan/Equal employment opportunity (AAP/EEO):**

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities.



Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.

**18. Acknowledgment**

I acknowledge that I have read and understand the above job description, responsibilities, and standards of the position. I understand that the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

I understand the position is contingent upon continued funding and the (The Fresno Center) will not be responsible in any manner for terminations which are due to defunding of Federal or State Contracts. I understand that I am an at-will employee and can be terminated at any time with or without cause.

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Print Employee's Name

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Employee's Signature

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Date