

Open Position: Salt Lake County, Americorps VISTA System Navigator Program

Duration of Service: **One year**, June 2022-June2023

Schedule: **40 hour/week**,

Remote Work? **hybrid remote/in-office work** (flexible to VISTA needs)

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The System Navigator program is a Salt Lake County initiative which supports case management provided by individual social service agencies with technology that provides agency clients with access to/control of their own records, allowing them to “own their own story”. The County has developed a technology solution (the “SAMi” web app) that allows beneficiaries of human services to connect their data, goals, and documents to the services and programs they trust. Working in tandem with SAMi is a team of human service navigator that assist people with locate and accessing essential resources.

VISTA volunteers will significantly develop a public program which will permanently change the way that people in poverty in Salt Lake County are able to engage in the services available to them. In addition to lowering barriers to community resources, successful implementation will also provide meaningful data for funders related to the effectiveness of interventions and generate information needed for data driven decision making for public policy and public dollars. VISTAs will have the ability, in coordination with county supervisors, to prioritize work items they feel will benefit most from their talent/experience:

- **General System Navigator Programing**
 - Establish Program policies and procedures
 - Develop record management processes, to keep lessons learned from becoming lessons lost.
- **Human Service Navigator Team**
 - Develop onboarding and training processes
 - Case management process mapping
 - Navigator case management protocols and tools
 - Volunteer recruitment/management
- **SAMi App Development:**
 - Recommend additional functionalities and improvements to user experience
 - Research current business solutions in relation to their recommendations
 - Attend community councils, coordination committees, work groups, etc., to assess the community needs
- **Data Management/Analysis:**
 - Identifying potential partnerships and interfacing with academic institutions
 - Assist in establishing a community “Housing Stability” metric
 - Reading, understanding, and synthesizing sociological research

This is a volunteer position under Americorp Vista program. For more information regarding the living stipend and benefits, see the Americorps website: <https://americorps.gov/members-volunteers/vista/benefits>