

**Job Title:** Navigate Forward Manager

**Organization:** West Texas Food Bank

**Location:** Odessa, TX

**Closing Date:** Open till Filled

**Status:** Exempt

**Immediate Supervisor:** Senior Social Services Manager

**Job Summary:**

The Navigate Forward Manager will connect our neighbors to the resources they need to address the root causes of hunger and food insecurity. Resources will include educational opportunities, food, hygiene items and other resources available in the community that will help our neighbors thrive and become self-sufficient. The Navigate Forward Manager will be responsible for building partnerships with organizations in the communities to facilitate resources for neighbors in need. Additionally, it will provide case management and follow up to ensure a permanent solution is achieved.

**Duties and Responsibilities:** • Provide comprehensive, multi-lingual, client centered assistance to individuals seeking assistance • Assist families with resources and supplies • Develop care plans • Respond to all referrals • Collaborate with community partners and surrounding counties • Track usage and incoming family statistics • Maintain compliance with grants and food pantry regulations • Maintain inventory • Connecting and referring clients with other agencies • Assist client in gathering all required documentation, if necessary • Collect data and required program forms as directed by the scope of work and formal processes • Participate in online webinars, program trainings, conferences, and audits • Perform other related duties and assignments as required • Maintain up to date training • Other duties as assigned

**Qualifications:**

Bachelor of Social Work • Minimum 2 years of customer contact/customer service or human services, community based, or nonprofit experience required • Proficient in Windows, Microsoft Word, Excel and Outlook • Ability to set your own priorities and work independently • Work collaboratively with others on a team • Organization, problem solving, empathetic communication, attention to detail, record keeping and time management skills • Honesty, integrity, professionalism and commitment to fighting hunger in West Texas • Good verbal and communication skills • Bilingual preferred • Company vehicles will be provided for work-related travel when available. Ability to drive alone within our 19-county radius. Mileage

reimbursement is available for personal vehicle use • Ability to lift, push, pull over 50 lbs. • Work both indoors and outdoors • Must pass a background check • Valid Driver License

**Benefits:**

Medical benefits available 1st after 60 days • Paid life insurance • Generous paid time off (PTO) • Optional 401K retirement plan with 5% matching • Paid holidays • Optional Aflac insurance

**How To Apply:**

Please send Resume to email below or apply in person HR Director Nancy Salcido, 411 S Pagewood Ave, Odessa, TX 79761  
[nsalcido@wtxfoodbank.org](mailto:nsalcido@wtxfoodbank.org)