



Thrive Navigator Job Description

Department: Public Health
FLSA Designation: Non-Exempt
Grade: 11a
Reports to: Thrive Coordinator
HR Approved: *Lisa Seddon* September 2026

Job Summary

The Thrive Iowa Navigator works under the direction of the Thrive Iowa Community Coordinator to support the implementation and success of the Thrive Iowa Initiative within the community. This position serves as a direct point of contact for individuals and families, helping them identify their needs, navigate available resources, and connect with appropriate community services and support.

The ideal candidate is compassionate, approachable, organized, and committed to helping others. The Navigator builds trusting relationships with clients, community partners, and service providers while helping individuals overcome barriers and access the resources they need. Responsibilities may include conducting client outreach, assessing needs, making referrals, following up with clients, assisting with applications and resource connections, and maintaining accurate records.

Successful candidates will have strong communication and interpersonal skills, the ability to build rapport with individuals from diverse backgrounds, and a working knowledge of community resources and social service systems. The position requires someone who is dependable, resourceful, and able to work independently while collaborating closely with the Community Coordinator and community partners.

Essential Functions and Responsibilities

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- **Intake Space:** Primary Providers do not work remotely from home. They are to have access to and work primarily from a private office space for intakes and assessments. From time to time, a family may request to meet at a space that is not private, but efforts should be made to keep family information confidential.
- **Work Hours:** Flexible working hours are desirable to meet the needs of working families.
- **Caseload Management:** Maintain an active caseload of 50–75 participants at a time, serving an average of 100 families or more annually.

- **Initial Engagement:** During the initial appointment, complete comprehensive assessments, obtain consents, and provide all required enrollment information.
- **Ongoing Assessment:** Update participant assessments at least every 30 days.
- **Documentation:** Record all contact attempts, identified needs, and other relevant details in the Hope Hub message board and case notes.
- **Action Planning:** Develop action plans and make referrals based on each family's specific needs.
- **Care Team Collaboration:** Add appropriate Care Team members to each case as needed.
- **Communication:** Maintain regular communication with both families and providers while ensuring compliance with HIPAA, FERPA, and COPPA standards.
- **Barrier Removal:** Support families in overcoming obstacles to accessing community resources.
- **Meeting Participation:** Attend all alliance meetings, one-on-one meetings with the coordinator, and monthly Primary Provider meetings.
- **Family Support Meetings:** Participate in additional meetings (e.g., Court, Team Decision Making, CPS Staffing) as needed to support families.
- **Training Application:** Apply relevant techniques from Motivational Interviewing training in practice.
- **Training Requirements:** Complete Primary Provider HopeHub LMS training and Case Management training. Participate in both shadowing and being shadowed for training purposes. Also, all providers are required to have Mandatory Reporting Training, HIPAA Training, and Child Welfare Training.
- **Data Review:** Routinely review case data for accuracy and consistency.
- **Ethical Standards:** Uphold ethical practices as outlined in the Primary Provider standards.

Required Education and/or Experience

High school education or GED and four to six months of related experience or training; or equivalent combination of education and experience.

Preferred Education and/or Experience

High school education or GED and seven to twelve months of related experience or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations

- Valid Iowa Driver's License
- NIMS Compliance (must obtain within six months of hire)
- First Aid/CPR/AED
- Mandatory Child and Adult Reporting
- HIPAA and BBP
- Ability to pass a background check

Knowledge, Skills, and Abilities to Perform Essential Functions

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Proficiency in the use of Windows-based computer programs.
- Ability to reliably and predictably carry out duties is required.
- Ability to maintain regular and timely attendance is required.

Supervision

No supervision of direct reports.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

Work Environment

The noise level in the work environment is usually moderate. Duties are generally performed in an office setting with a controlled environment. The job requires sitting for extended periods of time and the work may expose the employee to unpleasant social situations and significant work pace pressure.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements, and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts, or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the Employer has a similar right.

Employee Signature

Date

Department Head Signature

Date

Marion County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will consider reasonable accommodations to perform essential functions and responsibilities for this position for qualified individuals with disabilities. Marion County encourages prospective employees and incumbents to discuss potential accommodations with the Employer.