



Position title: Service Navigation Manager
Reports to: Housing Stability Director
Compensation: \$60,000 - \$65,000, FTE, benefits, salaried-exempt
Location: Middleton, WI (On-site)

The **Service Navigation Manager** serves as a critical bridge between WayForward's housing and food access programs, managing emergency housing crisis response, triaging families to appropriate case management services, and coordinating cross-program integration.

Essential Responsibilities

Crisis Response & Emergency Housing Assistance (40%)

- Respond to housing emergencies, walk-ins, and crisis calls requiring immediate attention
- Conduct rapid assessments and make time-sensitive decisions on emergency support and resource allocation
- Provide emotional support for households in acute distress; support reception staff with complex or escalated situations
- Make warm handoffs to WayForward case managers; manage expectations and provide referrals when at capacity or not an appropriate fit

Food Access Integration & Delivery Program (30%)

- Manage delivery program certifications and recertifications; serve as additional contact for delivery participants
- Assist with food pantry registration in the distribution center and admin office; periodically support guests at registration
- Identify housing needs among pantry guests and create connections between food access and housing stability services
- Attend Food Access team meetings; monthly 1:1 with Food & Resource Access Director

Cross-Program Integration & System Coordination (20%)

- Work with Housing Stability, Food & Resource Access, and Sr. Director of Programming to reduce barriers between programs
- Identify housing needs among food clients and food needs among housing clients; help develop integrated service delivery models
- Create systems and processes to facilitate cross-program support; contribute front-line insights to planning and strategy

Program Support & Coordination (10%)

- Manage scheduling and capacity; provide backup support to Reception Manager and volunteers, especially Fridays
- Coordinate with case managers on shared clients and service-level transitions; participate in team meetings and case consultations
- Maintain accurate case notes in Apricot and Look2Registration; document financial assistance and participate in data quality reviews

Qualifications

Required

- 3+ years in crisis intervention, case management, or social services
- Demonstrated ability to work effectively in crisis situations with rapid assessment and triage skills
- Strong interpersonal and communication skills; ability to work independently and make sound decisions
- Proficiency with databases and scheduling systems
- Spanish language skills and/or comfort navigating complex conversations with interpretation tools
- **Background Check:**
Due to the nature of this position, a background check will be required as part of the application process.

Preferred

- Experience across multiple programs or integrated service settings; familiarity with triage and navigation models
- Knowledge of Madison-area housing and food access resources; experience with food access services or crisis hotlines
- Understanding of trauma-informed care and harm reduction approaches; Spanish language proficiency

Key Competencies

- Crisis response & de-escalation • Systems thinking & integration • Assessment & triage
- Communication & relationship building • Organization & coordination • Flexibility & adaptability

Working Conditions & Physical Requirements

This position is primarily based on-site at WayForward's office and operates across multiple program areas, including the administrative office, front desk, and food pantry distribution center, with regular movement between these spaces, with moderate noise-level (20%). Occasional local travel may be required based on program needs.

The role requires the ability to sit for extended periods for client meetings, data entry, scheduling, and phone-based communication (50%), while remaining available to transition quickly to the front desk or other areas of the building for in-person support.

Occasional standing, walking, and reaching throughout the building (20%) are expected, along with occasional lifting and transporting of items up to 25 lbs when supporting food access or delivery program activities (10%).

This is an emotionally demanding role requiring flexibility, sound judgment, and composure in a fast-paced environment that includes frequent phone interaction, walk-in crisis response, and emotionally escalated situations. Clear verbal communication, active listening, and auditory acuity are essential.

To apply: Please submit a cover letter and resume to Taylor Rozman, Housing Stability Director at taylor@wayforwardresources.org by Friday, April 3rd, for best consideration.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.