

MINNESOTA COUNCIL OF CHURCHES

Mankato Refugee Services Program

POSITION DESCRIPTION

Position Title: Social Services Access Hub - Community Navigator - Mankato

Employment Status: Full-Time, Regular, Non-Exempt (overtime-eligible under FLSA and Minn. Stat. § 177.25)

Reports To: Manager, Mankato Area Refugee Services

Work Location: 501 South 2nd Street, Mankato, MN; with frequent travel throughout Southwest Minnesota (Worthington, Owatonna/Faribault, St. Peter, and surrounding communities)

Schedule: Monday–Friday, standard business hours; occasional evenings and weekends as program needs require

ABOUT MINNESOTA COUNCIL OF CHURCHES

The Minnesota Council of Churches (MCC) convenes, connects, and catalyzes people of faith to build just, equitable, and livable communities for all Minnesotans. MCC is a statewide council with 24 member denominations from Historical Black, Native American, Mainline Protestant, Pentecostal, and Orthodox communions.

In 2026, MCC focuses on courageous, compassionate engagement that bridges divides, strengthens community resilience, and promotes racial justice, healing, and reconciliation. Programs include depolarization initiatives such as Respectful Conversations, expanded services for New Americans, and educational and narrative-change resources delivered through a racial equity lens. MCC staff reflect the broad diversity of Minnesota and the broader mission to build unity through justice for the common good.

POSITION SUMMARY

This role is assigned to the Social Services Access Hubs (SSAH) program within MCC's Mankato Refugee Services. The Community Navigator provides services to New Americans that promote family stabilization, self-sufficiency, and goal attainment in compliance with MCC programs and contracts. This position connects program participants with resources and services both within MCC and in the community, provides language interpretation and cultural support, offers academic mentoring support to families, and delivers cultural and community orientation to new arrivals. The position works in coordination with other staff and volunteers to help participants connect to immigration services, meet their basic needs, access social services, and achieve self-sufficiency.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Client Services and Case Management

- Conduct intake assessments to determine client eligibility for programs.
- Develop individualized plans with program participants, empowering them to reach agreed-upon goals and meet program guidelines, including providing direct services, making referrals, and helping participants complete forms and applications.
- Encourage early self-sufficiency and independence of all program participants.
- Connect clients to SSAH funding, including rent assistance paid to landlords, distribution of food and food cards, and distribution of gas cards.
- Provide immigration referral support by connecting clients to partner agencies within the Immigration Services Hub.
- Connect clients to community resources and help them overcome barriers to self-sufficiency.
- Educate families about community and health issues.
- Document all contacts and services in case files as appropriate.
- Maintain outcomes reporting in agency and state databases.

- Submit regular reports to track client outcomes, fulfill reporting requirements, and capture client success stories.

Outreach and Community Partnership

- Build partnerships throughout Southwest Minnesota by traveling regularly to SSAH hub centers in Worthington, Owatonna/Faribault, St. Peter, and within Mankato to meet with clients and strengthen community alliances.
- Work closely with county staff, local landlords, adult basic education programs, and other nonprofits to refer and support New American clients.
- Promote MCC Refugee Services programs to potential clients and recruit participants to meet enrollment goals.
- Participate in community engagement programs with partners.
- Maintain positive relationships with community partners.
- Oversee volunteer activities, as appropriate.

Workforce and Education Support

- Support the recruitment, enrollment, and assessment of New Americans to participate in training and career placement in Long Term Care positions.
- Provide translation and interpreting support for other Refugee Services projects, as needed.

Organizational Responsibilities

- Assist in emergencies as they arise.
- Other duties as assigned.

QUALIFICATIONS

Education and Experience

- Experience working with refugees, asylees, or recent immigrants strongly preferred.
- Experience in social services, community navigation, case management, or a related field preferred.
- Fluency in Spanish, Somali, Anuak, or Nuer highly preferred.

Knowledge, Skills, and Abilities

- Demonstrated ability to understand and work effectively across cultures.
- Commitment to early self-sufficiency of refugees and New Americans.
- Strong English language communication skills, both oral and written.
- Demonstrated understanding of American culture and ability to interpret cultural differences.
- Demonstrated strong communication, negotiation, and mediation skills.
- Demonstrated ability to work independently and as a member of a team.
- Demonstrated ability to work collaboratively across organizational boundaries.
- Proven capacity to work in a fast-paced social service environment.
- Proven ability to work effectively in crisis situations.
- Demonstrated ability to maintain detailed records and submit accurate reports in a timely manner.
- Proficiency with Microsoft Office and Microsoft Outlook preferred; ability to use standard office equipment including copiers, postage machines, and fax machines.
- Driver's license and access to reliable transportation required.

COMPENSATION & BENEFITS

Starting Hourly Range: \$25.00 per hour (good-faith estimate per Minnesota Pay Transparency Law, Minn. Stat. § 181.173). Final compensation is determined based on qualifications, experience, and internal equity. Open-ended ranges are not used; the stated range reflects the full hiring range for this position.

This position is classified as non-exempt from overtime under the FLSA and Minnesota law (Minn. Stat. § 177.25). Overtime hours must be pre-approved by a supervisor.

Benefits package includes:

- Medical insurance
- Dental insurance
- Life insurance
- Retirement plan
- Paid sick leave (accrued per Minnesota Earned Sick and Safe Time law, Minn. Stat. § 181.9447; employees accrue 1 hour per 30 hours worked, up to 48 hours per year)
- Vacation leave
- Paid holidays

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position works primarily out of MCC's Mankato office at 501 South 2nd Street, Mankato, MN, with frequent travel throughout Southwest Minnesota to serve clients and strengthen community partnerships. Work is performed primarily during weekday business hours, with occasional evening or weekend hours as program needs require.

The physical demands below represent those that must be met to successfully perform the essential functions of this position. Reasonable accommodations may be made for qualified individuals with disabilities (ADA, 42 U.S.C. § 12112).

- Frequently remains in a stationary position at a desk and uses a computer for extended periods.
- Regularly communicates verbally and in writing with clients, community partners, and colleagues.
- Regularly travels by personal vehicle throughout Southwest Minnesota; valid driver's license and reliable transportation required.
- Occasionally moves through office, community, and client sites to conduct meetings and outreach activities.
- Must be able to operate standard office equipment including computers, copiers, postage machines, and fax machines.

EQUAL EMPLOYMENT OPPORTUNITY

Minnesota Council of Churches is an Equal Opportunity Employer. MCC does not discriminate in employment on the basis of any characteristic protected under applicable federal or Minnesota state law, including:

- Race, color, religion, sex (including pregnancy, childbirth, and related medical conditions), national origin, age (40+), disability, or genetic information — protected under Title VII of the Civil Rights Act, the ADA, the ADEA, the Pregnant Workers Fairness Act (PWFA), and GINA
- Sexual orientation, gender identity, gender expression, marital status, familial status, receipt of public assistance, and status with regard to public assistance — additionally protected under the Minnesota Human Rights Act (MHRA), Minn. Stat. Ch. 363A
- Lawful use of consumable products (including cannabis) outside of work hours and off employer premises, where not otherwise prohibited by the position — protected under the MHRA
- Military or veteran status — protected under USERRA and the MHRA

MCC is committed to providing reasonable accommodations to qualified individuals with disabilities and for sincerely held religious beliefs in the application and employment process. Applicants who need assistance or accommodation should contact Human Resources at employment@mnchurches.org.

HOW TO APPLY

Candidates should submit a resume and letter of interest to employment@mnchurches.org. Applications will be reviewed on a rolling basis until the position is filled.