

Community Transportation Navigator – Spanish & Latinx Scope of Work

Background:

Hopelink, in partnership with the Washington State Department of Transportation, is seeking qualified individuals to join the Community Transportation Navigator program as independent contractors serving the greater King County region. This role includes a defined scope of services and contracted hours, with the possibility of extension based on program needs and performance.

The Community Transportation Navigator will use community leaders to educate their local community on appropriate transportation options in a culturally inclusive manner. Navigators will offer grassroots services in their communities to educate others on transportation information, help others use mobility resources, and share transportation best practices. The larger mission is to empower communities to find transportation options that best fit their needs. It is also to learn about the unique methods of communication and outreach that serve specific communities better.

Community Transportation Navigator (CTN) is a peer-to-peer approach to providing transportation information directly to the community. We do this by (1) recruiting individuals that are trusted by their communities to provide travel education and resources to build awareness of existing transportation options; (2) aim to serve the community with community members who have shared experience, languages, cultures, and geography; and (3) gathering data and needs from the community to recommend and implement improved services. We work directly with the community to help increase transportation support and resources for hard-to-reach communities to improve customer experience in navigating transportation and help community members claim their power in shaping transportation solutions.

Navigator Scope of Work:

The scope provides personal and creative support and solutions to solve everyday barriers for people with disabilities, older adults, and low-income communities. A CTN will perform essential education and outreach of transportation resources, advocate for those who need transportation, facilitate discussion, teach, connect, and partner with community members and organizations to meet the transportation needs of identified communities. **The ideal candidate is an older adult who is a member of the Spanish/Latinx-speaking communities and a respected community leader. They are a skilled relationship builder who actively engages with community members, demonstrates initiative, and possesses excellent communication skills.**

Bilingual and bicultural candidates that speak Spanish are strongly encouraged to apply. We are specifically seeking older adult community leaders from these communities to support and serve people with disabilities, older adults, and individuals from low-income communities.

Outreach Functions:

Navigators will receive ongoing learning opportunities from Hopelink Mobility Management on transportation and mobility in our region. They will then be asked to create a work plan that details a general strategy for engagement to connect their community & community partners with transportation information and resources.

Examples of Navigator activities outlined in the work plan may include, but are not limited to:

- Host events, meetings, or outreach events/resource fairs to distribute transportation materials such as brochures, schedules, and maps at cultural events or hubs.
- Hold training to educate community members on how to use transportation resources, including trip planning services & coordination.
- Hold training to educate community-based organizations that serve the general Dari speaking community on how to use transportation resources, including trip planning services, coordination, and referrals to specialized transportation.
- Listen, document, and report community members' concerns and experiences to program management during regular check-in sessions.
- Introduce, refer, and assist in application process for specialized transportation services such as Non-Emergency Medicaid Transportation, King County Metro ACCESS Paratransit, Hyde shuttle, etc.
- Introduce, refer, and assist clients in the enrollment process for transportation resources and programs such as ORCA LIFT, Reduced Regional Fare Permit (RRFP), Subsidized Annual Pass, etc.
- Inform and provide community members education on local transit options to utilize cost-saving resources, including ORCA cards, reduced fare options for people with disabilities and low-income families, and complimentary services.
- Provide one-on-one transportation assistance to community members in community centers, libraries, events, gathering spaces, or on the phone.
- Provide follow up check in with active community members who are seeking ongoing transportation support and information.
- Provide follow up check in with clients who have submitted applications for reduced or specialized services.
- Lead group community-guided transit trips to help eliminate the "fear factor" and increase clients' confidence while riding transit.

Examples of Navigator CTN Collaboration activities outlined in the work plan may include, but are not limited to:

- Participate in panel presentations or information sessions for recruitment season.
- Participate in panel presentations, conferences, or webinars to promote program awareness.
- Participate in orientation and supporting new cohorts during the onboarding process.
- Provide ongoing mentorship opportunities for new Navigators to connect and seek guidance (office hours, coffee chats, outreach shadowing).
- Provide outreach support for other Navigators within the appropriate cohorts.

In addition to carrying out their work plan for the engagement, Navigators are also responsible for:

- Being knowledgeable about the transportation services and processes in King County.
- Refer community members to existing services when appropriate.
- Track their work based on specific performance metrics compiled in a progress report, submitted regularly.
- Perform targeted outreach for relevant, timely transportation projects.
- Being receptive and thoughtful about ways to improve outreach within their community.
- Attend meetings and learning sessions in-person or virtually, as needed.
- Promote access to transportation services, including integration and coordination of services.

- Communicates respectfully with people regardless of age, race, gender, religion, national origin, marital status, the presence of any physical, sensory, or mental disability, sexual orientation, political ideology, gender identity, military status, genetic information, or any other expression of diversity.

Administrative Functions:

- Being reachable and responsive by phone or email regularly.
- Document community engagement and outreach. Submit invoices, spreadsheets, and reports regularly.
- Follow up with a submitted application for community members to ensure the application was submitted successfully.
- Document and submit encounter forms to capture client interactions in a timely manner.
- Maintain weekly emails and phone correspondence.
- Attend ongoing learning sessions and meetings with the program administration team.
- Attend biweekly check-in with the program administration team/manager.

Evaluation Plan Functions:

- Participating in evaluation plan process, providing feedback on data collection tools and survey implementation.
- Participating in data collection and reporting in a timely manner to uphold data integrity.
- Collaborating with the administration team to recruit and encourage community members to share feedback and their experience working with CTN.
- Participate in annual satisfaction survey to evaluate Hopelink's program implementation and management.

Desired Qualifications:

- Have an established connection to a specific hard-to-reach community. For this contract, this includes people with disabilities, older adults, and low-income individuals that are part of the Spanish speaking communities.
- A natural representative of their community and a strong leader.
- The ability to problem-solve potentially challenging issues.
- Preferred experience with social services or serving a unique clientele.
- A desire to perform engagement and outreach with individuals.
- Experience working with diverse communities, preferably low-income, older adults, people with disabilities, immigrants, refugees, youth, and/or veterans.

Please contact Sandy Phan, at sphan@hopelink.org or (425) 457-3940 for any questions or concerns.