

Britepaths Job Description 2026 – Pathways Navigator

Job Title: Pathways Navigator (Case Management)
Reports to: Senior Director of Programs + Operations
Job Status: Exempt, salaried, full-time 35 hrs/week
Location: Hybrid – in-office Fairfax

Available Benefits

Health Insurance, Life Insurance, Paid Vacation/Sick Time/Family Medical Leave, 403b Match, Flexible Schedule, Telecommuting

Mission Focus

Britepaths is a 501c3 non-profit organization providing food, financial assistance, financial education, and workforce development programming and services for neighbors in Northern Virginia. Our programs stabilize clients facing economic crises, foster personal empowerment, and support the needs of children. We prioritize inclusivity and accessibility in a diverse organization that values an asset-based, person-centered approach to service delivery.

Role Summary

The Pathways Navigator serves as a vital central architect of a neighbor's journey from crisis to lasting prosperity, recognizing that structural barriers—not a lack of talent or drive—hold people back. Operating as a primary case manager, service coordinator, and advocate within the Britepaths ecosystem, this individual functions as a strategic partner who matches neighbor goals with internal programs and critical external resource providers. Rather than delivering direct coaching or managing a program, this role unifies the individually tailored care continuum. Utilizing asset-based, person-first language, the Navigator ensures that households receive seamless access to stabilizing aid, transforming complex community networks into a reliable runway for upward economic mobility.

Key Responsibilities

Neighbor Navigation + Intake (Year-Round)

- Serve as the welcoming primary touchpoint for neighbors seeking assistance, establishing immediate trust through dignified engagement and relationship-building.
- Conduct intake to discover neighbor needs and strengths while accurately detailing the initial neighbor profile and benchmarks tracker.
- Provide precise navigation and resource connections across food, financial empowerment, workforce development, supports for children, and broader community services.
- Maintain timely, accurate, comprehensive, and strength-based case notes and progress records within Apricot CRM.

Food Program + Pantry Support (Year-Round)

- Process incoming referrals for the Emergency Food Support Program.
- Connect with neighbors enrolled in other Britepaths initiatives to offer supplemental pantry resources.

PATHS Forward Program Coordination

- Support the PATHS Forward framework—unifying ongoing food assistance, financial empowerment, and workforce readiness—by tracking neighbor participation and sending timely workshop prompts.
- Schedule logistics for gift card distributions and directly register neighbors for financial coaching, educational workshops, or workforce tracks.
- Evaluate progress continuously to layer in external community resources as goals evolve.

Financial Empowerment + Workforce Support

- Collaborate directly with workforce and financial empowerment program leads to identify neighbors who would benefit from deeper structural supports.
- Collect and log vital longitudinal tracking data compiled by volunteer mobility coaches directly into Apricot CRM.

Seasonal Initiatives

BriteHarvest (Spring/Summer/Fall)

- Inform neighbors on how to maximize fresh produce vouchers through participating local farmers' markets.

Back to School (Spring/Summer)

- Log program tracking data from the Secret Garden and SNAP Gap Pantry into Excel and database systems.

Winter Break Assistance (Fall/Winter)

- Help create and refine the digital Winter Break Assistance application survey.
- Conduct proactive phone outreach to neighbors to verify and update vital contact information.
- Manage community inquiries, assess program match requirements, and navigate neighbors toward internal seasonal assistance or partner networks.

Required Skills and Abilities

Asset-Based + Trauma-Informed Engagement

- Active Listening + Communication: Demonstrate strong verbal and written communication skills alongside active listening to capture neighbor goals and systemic challenges without judgment.
- Team Collaboration: Exhibit excellent interpersonal skills, thriving as an active part of a team and collaborating easily with diverse, cross-cultural groups.
- Trauma-Informed Care: Apply trauma-informed care principles to recognize the impacts of financial trauma while prioritizing neighbor safety and agency.
- Bilingual Fluency: Communicate effectively in English (proficiency required for complex casework and documentation) with a preference for bilingual fluency in Spanish to serve our multilingual community.

Strategic Thinking + Problem-Solving

- Strategic Problem-Solving: Use strategic thinking to creatively map community networks and identify alternative pathways when primary resources are limited.
- Growth Mindset: Maintain self-motivation and a growth mindset, demonstrating a strong willingness to ask questions, learn new processes, and pursue ongoing professional development.
- Dependable Work Ethic: Possess a reliable, proactive work ethic capable of managing tasks independently with minimal guidance or supervision.

Technical Proficiency + Detail Focus

- Database Navigation: Navigate databases comfortably, with preferred prior experience utilizing Client Management Databases or Customer Relationship Management (CRM) platforms like Apricot.
 - Digital Workflows: Maintain high proficiency in Microsoft 365 (Word, Excel, Teams, Outlook) and Google Workspace (Docs, Sheets, Drive) for scheduling and real-time collaboration.
 - Planning + Organization: Maintain a detail-oriented focus with excellent planning skills to coordinate multiple active seasonal and year-round neighbor programs simultaneously without losing accuracy.
 - Internal + External Presentations: Utilize professional presentation skills to convey program information, update internal teams, and engage external community partners clearly.
-

Education and Experience

- Required: High school diploma.
- Preferred Education: Bachelor's degree in Social Work, Human Services, Public Health, Psychology, or a related field. Equivalent professional social work experience is highly valued and may substitute for a degree.
- Crisis Support: 1–3 years of experience assisting individuals from diverse backgrounds during crisis situations.
- Technical Knowledge: Strong working familiarity with trauma-informed care, Housing First principles, and case management best practices.
- Local Knowledge: Familiarity with Fairfax County human service providers, systems, and Continuum of Care network, and broader familiarity with regional Northern Virginia communities preferred.
- Teamwork: Proven track record of thriving within goal-driven, collaborative team environments.

Position requires 35 hours/week, with four (4) days/week (Monday – Thursday or Tuesday – Friday) in Fairfax headquarters office, commensurate with an annual salary in the range of \$52,000 - \$62,000. Work schedule is flexible, with core hours Monday – Friday 10am to 2pm. Reliable internet connection at home is required for telecommuting, and laptop will be provided. Occasional weekend and evening work will be required, in addition to required monthly in-person attendance of staff meetings and annual staff and staff/board retreats. Must have own transportation for regional travel (mileage reimbursement for personal vehicle use provided for offsite meetings and events). Well-qualified applicants should send cover letter and resume to Dawn Sykes at dsykes@britepaths.org.