



Smart Justice Services – Navigator

Job Description

Agency Overview:

Project Community exists to serve and enrich the diverse families of the River Valley with compassion and generosity. Project Community serves as the backbone organization for Smart Justice in Johnson and Franklin Counties. We partner with Restore Hope, which is a software, services, and media organization that helps communities achieve better outcomes for justice and child welfare efforts. Our solutions focus on optimizing systems by improving the relationship among its parts. As a collective impact organization, Restore Hope alongside Project Community helps address complex justice issues with innovative collaborative efforts.

We are looking for individuals who are: meticulous, self-motivated, problem solvers, flexible, organized, learn quickly, efficient, able to effectively communicate with all stakeholders, able to effectively prioritize tasks, multi-task, and technologically proficient.

Position Summary:

The Navigator is responsible for delivering coordinated, person-centered case management services to justice-involved individuals while supporting effective programmatic operations at the local level. This position serves as the primary provider for assigned participants and plays a central role in ensuring services are organized, documented, and responsive to individual needs.

Primary duties include conducting comprehensive assessments, developing individualized action plans, making appropriate referrals, and monitoring participant progress. The Navigator supports individuals referred through courts, community supervision, detention, reentry, and community partners by helping them access behavioral health treatment, medical care, housing, employment and education services, transportation, and other essential resources that promote stability and reduce continued justice system involvement.

In addition to direct case management, the Navigator serves as the justice-involved liaison at the local level, facilitating communication and collaboration among courts, supervision officers, legal representatives, service providers, and other approved partners. This includes preparing and sharing appropriate progress updates to support coordinated decision-making and participant success.



The Navigator is also responsible for entering and maintaining accurate, timely participant and program data in HopeHub. The Navigator must consistently document assessments, action plans, referrals, contact, progress updates, outcomes, and other case activity. Documentation is essential for service coordination, performance monitoring, compliance with programmatic requirements, reporting to funders and stakeholders, and ongoing quality improvement efforts.

A key component of the role involves developing and maintaining strong community partnerships with local service providers and organizations. Through outreach and collaboration, the Navigator helps expand available resources and strengthen the network of support for justice-involved individuals.

Through these responsibilities, the Navigator contributes to improved participant stability, enhanced cross-system coordination, increased community safety, and reduced ongoing involvement in the justice system.

Preferred Qualifications:

- A bachelor's degree in social work, criminal justice, or a related human services field is preferred, along with at least one year of professional experience working with justice-involved individuals.
- Relevant professional experience may be considered in place of a formal degree. Candidates with some college coursework and two to three years of experience working with justice-involved individuals are encouraged to apply.
- Experience working with justice-involved populations and familiarity with the Arkansas criminal justice system are preferred.

Job Roles and Responsibilities:

- Conduct comprehensive screenings and assessments with justice-involved individuals to identify strengths, needs, and barriers, and guide them in connecting with appropriate services and supports.
- Build strong, trusting relationships with participants and serve as a consistent point of contact as they navigate complex systems.
- Act as a bridge between participants and service providers to increase engagement in care plans and improve follow-through with services.
- Coordinate access to community resources, treatment options, and stabilizing supports such as housing, employment, healthcare, mental health services, and substance use treatment.
- Maintain accurate and detailed documentation for each participant in the designated case management system, HopeHub, in accordance with program standards and funding requirements.
- Regularly update HopeHub to reflect participant engagement, progress, barriers, and outcomes in alignment with reporting expectations and performance measures.



- Refer participants to appropriate community organizations and follow up to ensure services were received and are supporting the participant's goals and stability.
- Support participants in setting goals, building self-sufficiency, and taking ownership of their progress while providing accountability and encouragement.
- Advocate for participants across systems, including support during court appearances, probation or parole meetings, child welfare proceedings, and other service-related appointments, as appropriate.
- Provide regular progress updates to courts, probation or parole officers, attorneys, and other approved partners to ensure coordinated communication and support.
- Work effectively with participants in a variety of environments, including courts, probation and parole offices, detention facilities, community supervision settings, and community-based locations.
- Develop and maintain collaborative relationships with local service providers, justice system partners, and other community stakeholders.
- Collaborate closely with fellow Navigators, Family Advocates, Coordinators, and partner organizations to support coordinated, team-based service delivery.
- Participate in Restore Hope meetings, trainings, and professional development opportunities.
- Promote collaboration among agencies and contribute to a strong, supportive network of services for justice-involved individuals.
- Perform all duties in alignment with the professional standards and values of Restore Hope.
- Perform other related duties as assigned.

Ethical Considerations:

- Uphold Ethical Standards – Maintain a strong understanding of professional ethical guidelines and ensure those standards are reflected in daily practice. This includes avoiding coercion, respecting participant choice, and demonstrating honesty, fairness, and integrity in all interactions.
- Practice Within Scope – Provide services only within the limits of training, experience, and professional scope of practice. Seek guidance or make appropriate referrals when a participant's needs fall outside the Navigator's role or expertise.
- Maintain Professional Boundaries – Maintain clear and appropriate professional boundaries with participants at all times. This includes avoiding dual relationships and focusing on participant goals, safety, and well-being while promoting trust, respect, and accountability.



Benefits:

- Vacation Time
- Personal Leave
- Bereavement Leave
- Maternity and Paternity Leave
- Foster Parent Leave
- Health, Dental, and Vision Insurance
- Jury Duty Leave
- Mileage Reimbursement for use of personal vehicle

*Some benefit programs require contributions from the employee.

Location:

Project Community 121 N Fulton St. Clarksville, AR. 72830

Schedule:

- Monday-Friday, 8:00 AM – 5:00 PM; Evening, Weekend, Holiday work may be required.

Salary:

\$40,000-\$49,000 Salary

Status:

Exempt

Reports To:

Project Community Executive Director; Restore Hope - Judicial Services Director; District Judge; County Coordinator.