



Urban League of Broward County Job Vacancy Posting

Title: LYNX Family Navigator
Division: Service Integration
Revision Date: September 2026

Purpose of Position

The **Lynx Family Navigator/Case Manager** will play a key role in supporting the organization's program services to ensure that we meet our programmatic goals and outcomes, maintain compliance, and actively engage the community. The Lynx Navigator/Case Manager supports the supervisor and the team/department.

CORE DUTIES and RESPONSIBILITIES (Abbreviated):

- Manages and maintains a client caseload of 50 derived from internal and external referral sources.
- Responds to incoming inquiries, educating clients about the programs and services offered by the Urban League of Broward County and its community partner organizations.
- Contacts potential clients to conduct and complete intake documentation, orienting clients to the Lynx service model (holistic model approach to a comprehensive system of care within case management).
- Provides current information to program clients, prepares email communications, and schedules meeting rooms for appointments.
- Monitors client progress, participation goals, and referral status throughout program enrollment, using an optimized scheduling system and a rotating review schedule based on client needs and division priorities. Interacts with other division staff to ensure the appropriate services are provided to clients.
- Enters all required data and documentation of client interactions into the client management system and maintains a tracking system for active and inactive clients, ensuring data collection, reporting, and filing meet organizational and audit requirements.
- Participates in chart review audits with Division Manager and other ULBC colleagues.
- Uses company scheduling software to maintain daily, weekly, and monthly task schedules.
- Prepares client files and workshop materials as needed.
- Attends conferences, and offsite meetings as required
- Engages in community outreach — including public speaking, information sharing, and follow-up with prospective clients — to inform the community of ULBC's services.
- Performs other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

Bachelor's Degree required in Social Work or a related human services field, plus a minimum of two years' experience entering client-level data into an electronic database.

QUALIFICATIONS & SKILLS:

- Bilingual (English and Spanish, French, or Creole) strongly preferred; bilingual staff regularly assist clients in their preferred language.
- Ability to work effectively with people of all ages and diverse backgrounds, skills and abilities.
- Strong written and oral communication skills.
- Computer literate, familiarity with Microsoft 365 and client management systems.
- Strong presentation, interpersonal, and social skills.
- Ability to work collaboratively in a team environment and across divisions.
- Ability to establish and maintain organized work systems.
- Strong time management skills, with the ability to meet deadlines under pressure.

WORK ENVIRONMENT:

- Cubicle-based environment.
- Must occasionally lift and/or move up to 15 pounds.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have a valid Florida driver's license and reliable transportation.
- Must be able to pass a level two criminal background check and drug screening.

Submit Resume and Cover Letter to: hiring@ulbcfl.org
THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER