



REQUEST FOR APPLICATIONS – Workforce Benefits Navigator Services

RFA# 24-514

Release Date: April 29, 2025

Organization: Southwestern Oregon Workforce Investment Board (SOWIB)

Location: Coos, Curry, and Douglas counties

Classification: Contracted Position

Hourly Rate: \$32.00-\$38.00 per hour, plus travel reimbursement

30-40 hours per week

Contract Term: Through June 30, 2026

Application Deadline: Open Until Filled. Applications will be reviewed as received. Anticipated start date: July 2025.

Background

The Southwestern Oregon Workforce Investment Board (SOWIB) is a non-profit organization serving as the local workforce development board for Coos, Curry, and Douglas counties. SOWIB's mission is to develop, oversee, and implement the area's strategic plan for workforce development and allocate federal and other resources to appropriate workforce development activities and services, as prescribed in the Workforce Innovation and Opportunity Act (WIOA).

Opportunity

SOWIB is seeking up to three contracted Workforce Benefits Navigators, one in each county (Coos, Curry, and Douglas), to expand outreach and improve access to workforce services across the region. These positions will work under SOWIB's direction and in close collaboration with other Workforce Benefits Navigator staff and local workforce partners to connect job seekers with employment, training, and support services.

This initiative focuses on reaching rural and underserved areas by combining technology, community partnerships, and personalized support. Navigators will assist community members in using existing mobile access points and outreach tools already deployed in the field. They will help generate traffic to these resources, engage individuals in conversation, encourage enrollment in grant-funded programs, and connect people to appropriate workforce or support services.

This work is funded by the Higher Education Coordinating Commission (HECC) as part of Oregon's Future Ready initiative.

Why Partner with Us?

This is a unique opportunity to help individuals access employment, training, and support services, connect with long-term career opportunities, and contribute to broader economic success in your local community. SOWIB offers a flexible contract where your strengths in outreach, navigation, and community engagement can make a direct difference. We are seeking professionals who are local connections, confident using technology, and motivated to help people move forward.

Your Role:

As a contracted Workforce Benefits Navigator, you will serve as a visible, mobile, and tech-enabled resource for your local community. You'll be the connection point between job seekers and the workforce system, reducing barriers and increasing access through outreach, personalized referrals, and coordination with regional partners.

Your key responsibilities will include:

- **Community Engagement** – Actively represent SOWIB in your county through events, partner site visits, and outreach to target populations and local community members who are not currently connected to workforce services.
- **Participant Navigation** – Guide individuals in accessing employment, training, and support services by offering one-on-one personalized assistance, providing referrals, and ensuring successful follow-through.
- **Technology Integration** – Use tools such as mobile devices, online forms, cloud-based data systems and SMS to facilitate communication, share resources, and track services in real time.
- **Referral Coordination** – Collaborate with WorkSource Oregon, WIOA providers, and community organizations to connect participants with the right resources at the right time.
- **Data & Documentation** – Accurately track services, outcomes, and participant engagement using established data systems and digital tools provided by SOWIB to document services and support required reporting.
- **Partnership Development** – Build strong relationships with community centers, libraries, schools, tribal organizations, and other service providers to expand awareness and referrals across your county.
- **Flexible Deployment** – Assist in coverage of live mobile and remote booth locations, participate in community engagement events and career fairs, and support outreach efforts at libraries, schools, and partner sites based on local needs and strategy, in collaboration with SOWIB.

What You Bring:

We are looking for self-directed, outgoing professionals who thrive in flexible environments, value human connection, and know how to use technology to increase impact. This role calls for both community presence and digital fluency. Strong candidates will demonstrate:

- **Initiative & Independence** – You can manage your calendar, conduct outreach, and maintain consistent contact with participants and partners without constant oversight.
- **Tech Confidence** – You are comfortable using mobile apps, online forms, messaging systems, and data platforms, and you learn new systems quickly.
- **Community Connection** – You're approachable and professional in public settings and able to engage a wide range of individuals with clarity and compassion.
- **Navigation Skills** – You can explain workforce programs, help individuals access benefits, and provide guidance through complex systems.
- **Collaborative Spirit** – You work well with multiple organizations, contribute to team meetings, and follow shared procedures and goals.
- **Problem Solving & Follow-Through** – You ask thoughtful questions, troubleshoot challenges, and make sure no one falls through the cracks.
- **Cultural Awareness** – You understand the unique challenges faced by target populations in your community and approach engagement with empathy, respect, and responsiveness.

Details:

- **Additional Requirements:** Regular travel within Coos, Curry, and Douglas counties is required, including outreach to rural areas. A background check (including an MVR check) will be conducted. Flexibility in your schedule is essential.
- **Work Environment:** Split your time between community outreach and office work. Occasional statewide travel may be required for conferences or training.

To Apply:

We are seeking qualified individuals or organizations to respond to this Request for Applications (RFA) for the Workforce Benefits Navigator contracted position. To be considered, please submit the following:

1. **Resume:** Detailing your relevant experience, qualifications, and skills for the role.
2. **Budget Proposal:** A detailed budget outlining the expected costs associated with fulfilling the contract, including hourly rates, estimated hours, and any other expenses that may be relevant to the position (travel, technology, etc).



- 3. Service Proposal:** A comprehensive proposal describing how you will fulfill the key responsibilities of this role. This should include a clear plan for customer engagement, resource navigation, collaboration with community partners, data management, and outreach efforts. Please include your general availability to support shared service coverage.

Submit all required documents to info@sowib.org. Please include specific examples of how your approach will ensure the successful delivery of services to job seekers in Coos, Curry, and Douglas counties.

Equal Opportunity Employer:

SOWIB is committed to creating a diverse and inclusive workforce. We encourage applicants from all backgrounds and do not discriminate based on race, color, religion, sex, national origin, disability, age, sexual orientation, gender identity, or any other protected status.