



## JOB TITLE: **Service Navigator**

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**Reports To:** Director of Special Projects

Non-Exempt

### **SUMMARY OF POSITION:**

The Service Navigator is a member of the PlaySure Network 2.0 (PSN 2.0) team which works closely with Exponents' HIV/HCV/STI screening initiative, that also serves as an equity- and pleasure-based entry point to all Exponents' programming. Like all Exponents', it is strength-based, client-centered and based and designed to promote stability, recovery, and better health outcome for community members involved in problematic drug use. The Navigator is principally responsible for working to identify and link participants with services that enhance their ability to remain connected to care and realize optimum health benefits and stabilization. The Navigator engages the participant in the initial period post-assessment to work collaboratively to identify and access both internal and external services. They advocate on behalf of the patient with medical personnel or caregivers to provide information about the community and/or the participant's needs. Utilizing a team approach, the PSN 2.0 team works in concert to develop service and care plans, make referrals, and participate in case conferences. The goal of this project is to support the overall health outcomes of problematic drug use. Responsibilities are implemented within the framework of agency policy, professional ethics, legal scope of practice and regulatory guidelines.

This is a full-time contract position for a 3-6 month term, with the possibility of becoming a full-time, permanent position.

### **ESSENTIAL FUNCTIONS:**

- Works as a part of a PSN 2.0 team to engage participants in appropriate medical, mental health, substance abuse treatment, harm reduction and recovery support, housing placement assistance and community-based activities.
- Works directly with the participant, to ascertain information on their basic needs in an effort to match the needs of the participant with the services and benefits that may apply. These services include but are not limited to: health insurance navigation/enrollment, government entitlements, immigration advocacy, etc. They also monitor the status of the participants with the community resources to ensure that the participants' cases are managed properly.
- Coordinates recreational and community-based activities that assist the participant with their daily tasks. They provide emotional support and assist the participant in identifying appropriate support groups and any other activities that will enhance their quality of life.
- Works with the team and the participant in developing the optimal treatment and/or service planning.
- Advocates for the participant with community agencies to identify potential resources.
- Effectively communicates care plans and other client-related activities both verbally and in writing to appropriate personnel and agencies.

# EXPONENTS

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- Ensures that participants are contacted as needed to ensure retention in care.
- Schedules field visits, conducts escorts and home visits as needed to assist the participant in accessing community-based services.
- Participates in quality assurance program to evaluate, monitor, identify problems and institute revisions to maintain quality of participant care and provide services in accordance with current standards of professional practice.
- Attends and participates in seminars and continuing education programs.
- Documents all services provided in compliance with regulations.
- Performs additional related work as assigned.

## **EDUCATION & QUALIFICATIONS:**

- A High School Diploma and/or GED are required.
- Knowledge of Mac OS desktop operating systems.
- Experience with electronic record keeping systems.
- ARRIVE Graduate Certification (post 2012).
- Minimum of two years of service navigation/case management experience in a social service or medical setting.
- Two years of experience/training working with Persons Who Use Drugs (PWUD) in a community-based setting is preferred.
- Patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations.
- Must possess strong verbal and written communication skills.
- Must demonstrate good judgment and maintain patient confidentiality.
- Must be reliable, punctual, and take initiative when appropriate.
- Bilingual (Spanish) is preferred.

## **SALARY**

Upper \$30s - \$40k

*Exponents is an equal opportunity employer. All applicants will be considered for employment regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status. Individuals with lived experience with drug addiction, treatment, harm reduction and recovery support are encouraged to apply, as are members of the LGBTNBQI communities.*