



JOB TITLE: **Service Navigator**

Reports To: Director of Special Projects

Non-Exempt

SUMMARY OF POSITION:

The Service Navigator is a member of the Supportive Services Department, which works closely with Exponents' HIV/HCV screening initiative, that is strength-based, client-centered and based and designed to promote stability, recovery, and better health outcome for those newly diagnosed with HIV or those who have fallen out of/failed to be connected to care. The Navigator is principally responsible for working to identify and link patient with services that enhance their ability to remain connected to care and realize optimum health benefits. The Navigator engages the patient in the initial period post-diagnosis an effort to address their basic needs. They advocate on behalf of the patient with medical personnel or caregivers to provide information about the community and/or the patient. They give emotional support and involve patients with community recreation programs and activities they identify that may improve their quality of life. Utilizing a team approach the Supportive Services Department members work 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 patients with chronic health issues, mental health and substance use related disorders. Responsibilities are implemented within the framework of agency policy, professional ethics, legal scope of practice and regulatory guidelines. Examples of work are listed, but not limited, to those below:

ESSENTIAL FUNCTIONS:

- The Navigator works as a part of a Supportive Services Department to engage participant in appropriate medical, mental health, substance abuse related and community-based activities.
- The Navigator works directly with the participant and testing staff, 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, and government entitlements. They also monitor the status of the participants with the community resources to ensure that the participants' cases are managed properly.
- The Navigator coordinates recreational and community-based activities that assist the participant with their daily task. They provide emotional support and assist the participant in identifying appropriate support groups and any other activities that will enhance their quality of life.
- The Navigator focuses on frequent interaction with the community at large using programming in first hand delivery. This position serves as a liaison between the organization and the community.
- 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

EXPONENTS

Improving health. Igniting hope.

- Effectively communicates care plans and other client-related activities both verbally and in writing to appropriate personnel and agencies
- Ensures that participants are contacted as needed to ensure retention in care.
- Schedule field visits, conduct 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
- Document all services provided in compliance with regulations
- Perform related work as assigned

QUALIFICATIONS:

- Patience, creativity, flexibility, compassion, and sensitivity to persons with disabilities and other minority populations.
- Must have a High School Diploma and/or GED
- ARRIVE Graduate
- Experience/training in community-based services
- Experience with Persons Who Use Drugs (PWUD)
- Two years of experience working within a community-based setting

EDUCATION/EXPERIENCE:

- Minimum of two years of outreach or case management experience in a social service or medical setting
- 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
- Fluent Spanish preferred

SALARY

Mid \$30's