

## POSITION DESCRIPTION

<b>Title:</b> SSVF Healthcare Navigator (CAPND)	<b>Date Prepared/Reviewed:</b> 8/20/2020
<b>Reports to:</b> Statewide Programs Director	<b>Supervises:</b> N/A
<b>Purpose of your Position:</b> The Supportive Services for Veteran Families (SSVF) Healthcare Navigator provides services statewide to connect Veterans to VA healthcare benefits or community healthcare services. The SSVF Healthcare Navigator works closely with the CAPND Statewide Programs Director, the Veteran's primary care provider and members of the Veteran's assigned interdisciplinary treatment team. Direct responsibilities include, but may not be limited to, providing case management and care coordination, health education, interdisciplinary collaboration/coordination/consultation, and administrative duties.	<b>Status:</b> Exempt

Below are the essential duties of this position. Other duties may be assigned as needed.

**ESSENTIAL DUTIES:**

1. Aid in development of the Veteran's care plan by coordinating referrals to VA, community health clinics, and other programs needed to ensure access to health care.
2. Regularly review care plan goals with the Veteran, conduct regular non-clinical barrier assessments, and provides resources and referrals needed to support adherence.
3. Work collaboratively with Veterans to assist them in communicating their preferences in care and personal health-related goals to facilitate shared decision making of the Veteran's care including integration of the Veteran's cultural values into their care plan.
4. Non-clinical assessment of the Veteran in collaboration with the interdisciplinary treatment team, the Veteran, family members, and significant others.
5. Connect Veterans and caregivers to community services, outreach, and referrals as needed to supportive services, which include, but are not limited to, housing, financial benefits, transportation.
6. Evaluate the effectiveness of the resources and referrals provided and makes appropriate modifications to ensure the provision of high-quality care and interventions.
7. Monitor Veteran's progress, maintain comprehensive documentation, and provide information to treatment team members when appropriate.
8. Assist in identifying the Veteran and family's health education needs and provide ongoing education services and materials that match the health literacy level of the Veteran. For specialized health education outside of the Navigator's scope of practice, the health care navigator will refer Veterans and families to the appropriate interdisciplinary team member for identified health education needs.
9. Adhere to ethical principles about confidentiality, informed consent, compliance with relevant laws, and agency policies .
10. Identify systemic barriers within the organization, communicates with organizational leadership about these barriers, and works collaboratively to find viable solutions
11. Assist in developing policy, procedures, and practice guidelines related to the specialty program using knowledge gained from research or best practices
12. Develop relationships with community leaders, VA staff, and other referral networks.
13. Maintains maximum efficiency in use of time, materials, equipment, and vehicles.
14. Maintains a professional attitude towards the position, duties, and agencies.

**OTHER DUTIES:**

1. Frequent travel to other sites and/or program-related meetings.
2. Attends meetings and training sessions as needed.
3. Performs other duties as assigned or requested.

**Education/Training Required:**

- Four-year degree required
- LSW, with MSW preferred, or equivalent experience and education
- Extensive computer skills

**Experience and Skills Required:**

To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Two to five years of experience in human service field.
- Knowledge of healthcare systems and coordination.
- Knowledge of trauma-informed care models.
- Skill in the operation of basic office equipment such as computer, copier, fax machine, 10-key calculator, etc.
- Ability to read, analyze, and interpret technical reports, documents, journals, and general business periodicals.
- Ability to communicate effectively with others both verbally and in writing.
- Ability to interact with others in a professional and appropriate manner.
- Ability to work effectively with a diverse group of individuals, including clients and co-workers, and to maintain effective working relationships with CAPND clients and staff.
- Ability to work independently under general direction of supervisor.
- Capable of reporting to work on time prepared to perform duties of the position and willingness to perform duties as workload necessitates.
- Ability to carry out the duties of this position while helping to fulfill CAPND's mission and while adhering to its policies procedures, and regulations.
- Must possess a valid driver's license and be able to travel independently. Must have access to a vehicle for travel.

The working conditions and environment and the physical requirements/activities listed below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Working Conditions and Environment:** While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment and co-workers.

**Physical Requirements/Activities:** While performing the duties of this position, the individual is regularly required to sit (50% of the workday), stand, walk, bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to climb, balance, kneel, crouch, push, pull, lift, twist, and grip. Frequently, the employee is required to exert less than 10 pounds, and occasionally up to 25 pounds, of force to lift, carry, push, pull

or otherwise move objects, including the human body. Infrequently, the employee is required to exert up to 50 pounds of force to lift, carry, push, pull or otherwise move objects, including the human body. Specific vision ability required is close vision of 20 inches or less.

**The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.**

**I have read and understand the above Position Description:**

**Employee Signature**

**Date**