



The Kitchen, Inc.

Job Title: Participants Health Care Navigator	Department: Compliance & Programs	Supervisor: Coordinator Participants Program
Supervisory Responsibility: No	FLSA Status: Non-Exempt	Pay Rate:

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Position Summary:

The focus of the SSVF Health Care Navigator will be to act as a liaison between the Home at Last team and the VA or community medical clinic and works with a population of Participants with complex needs who require assistance accessing health care services or adhering to health care plans.

The role of the Health Care Navigator is to provide services that include connecting Participants to VA health care benefits or community health care services where Participants are not eligible for VA Care. Duties include providing case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties. The SSVF Health care Navigator works closely with the Participant's assigned multidisciplinary team, including medical, nursing, housing specialists, and case management personnel.

The ideal candidate will possess excellent judgment and have at least two years of experience in a health care or social services area of practice along with strong people skills, be resilient in challenging environments, possess and project a positive, upbeat attitude, and have a strong desire to help others succeed.

Major Areas of Responsibility:

- Conduct a non-clinical assessment of the participant.
- Facilitate communication between the Participant and different interdisciplinary teams working with the Participant and their families.
- Specialized Case Management focused on healthcare referrals and coordination of services working in conjunction with the TKI team.
- Provide Health Education materials and referrals to appropriate community resources.
- Interdisciplinary collaboration, coordination, and consultation.
- Administrative Duties and systems improvement.

Specific Job Responsibilities:

- Schedule participant assessments as referred by Program Coordinator utilizing the approved program tools.
- Identify appropriate referrals based on participants specific health needs and assist participant as needed in accessing the resources identified.
- Arrange for/facilitate participant transport to health appointments in accordance with TKI policy.
- Liaison with VASH and VA/Medical to arrange care for Participants with high medical needs.
- Assist Participants requiring a living situation outside of independent living to understand and facilitate their accessing the appropriate living situation.
- Assist Participants with filling out medical resource applications.
- Track medical/mental health data in the approved manner.
- Utilize the approved HMIS system for recording case notes and other required information.
- Utilize approved Health Stability Plan that coordinates with the Housing Stability Plan.
- Facilitate access to specific Medical Services such as COVID Vaccines.



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- Develop resource opportunities for older/medically fragile Participants and processes to transfer Participants to the appropriate care setting.
- Coordinate Participant care with the Case Management and Housing team to address each aspect of Participant stability.
- Meet with Program Coordinator weekly to discuss Participant progress. Participant needs, and caseload.
- Attend all Team meetings and trainings as assigned.
- Complete all assigned SSVF webinars, and conference calls.
- Conduct outreach with local VA and CoC medical/mental health resources and develop working relationships.
- Stay current on SSVF/TKI policies by regularly reviewing updates and using share drive resources as a guide.
- Program Coordinator will assign Health Care Navigator specific responsibilities based on current program needs that fall under participant Medical and/or Mental health.
- Other duties as assigned.

Job Requirements:

Education and Experience

- Bachelor's degree in the Human Services or Social Services field.
- Minimum of two years' experience with social services or healthcare settings preferably working with Veterans.
- Social workers with an LCSW or equivalent background may apply though licensure is not required.

Abilities and Competencies:

- Job Knowledge – Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others.
- Continuous Learning – Seeks feedback to improve performance.
- Problem solving – Identifies and resolves problems in a timely manner.
- Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.
- Communications – Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation – Exhibit's tact and consideration; works cooperatively in group situations; works actively to resolve conflicts.
- Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time.
- Adaptability – Adapts to changes in the work environment; manages competing demands. Ability to rapidly switch between projects.
- Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.
- Quality – Demonstrates accuracy and thoroughness.
- Safety and Security – Observes safety and security procedures; reports potentially unsafe conditions.
- Ability to read and interpret documents such as leases, operating and maintenance instructions, policy and procedure manuals, and safety rules.
- Ability to write routine reports and correspondence.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratios, and percent.
- Ability to apply common sense in understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situation.



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Other

- Valid Missouri Driver's license and be approved as a driver by The Kitchen, Inc.'s insurance carrier.
- Must pass background check and pre-employment drug screen.
- Section 3 applicants encouraged to apply.

Physical Demands:

The physical demands described here 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. While performing the duties of this job the employee is:

- Regularly required to speak and hear via the phone or in person.
- Frequently required to sit for long periods and use hands to finger, handle, or feel.
- Frequently required to stand; walk; reach with hands and arms.
- Occasionally climb or balance and stoop, kneel, crouch, or crawl.
- Occasionally lift and/or move up to 25 pounds.
- Specific vision abilities include close vision, and regular use of computer monitor.

Signature

Print Name

Date