



## **JOB DESCRIPTION**

**Title:** Healthcare Navigator (Full Time)

**Reports to:** Wellness Program Manager

**Department:** Dental and Wellness

**FLSA Status:** Non-Exempt

### **GENERAL SUMMARY:**

The objective of the Healthcare Navigator is to reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing them to sources of appropriate support.

### **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

The Healthcare Navigator is responsible for identifying eligible patients, conducting outreach, pre-assessment and linking patients to necessary treatments surrounding wellness interventions, as well as overall stability regarding overall emotional, physical, dental, and vision health. The Healthcare Navigator's role includes making appropriate linkages, establishing appointment times, providing transportation and follow up and effective coordination with patients, community providers and HEP support staff. This position will maintain strong relationships with select providers and HEP, Safe Harbor and Pinellas Hope staff and maintain all client files and data to provide outcome reports specific to measurable objectives outlined within program goals.

- Conduct outreach/ enrollment of services for eligible residents of HEP, Safe Harbor and Pinellas Hope
- Effective communication amongst HEP staff, community providers and patients residing at HEP, Safe Harbor and Pinellas Hope.
- Build working relationships, solve problems and support patients while assisting navigation of care
- Knowledgeable about the availability of resources and process to access needed resources
- Identification of client preferences/needs, and any barriers to care plan implementation or goal attainment.
- Create care plans with each patient, regularly review and follow up with the patient's progress toward goals.
- Recruit/Enroll patients into wellness programming (CDSMP/CPSMP) and provide reminders.
- Recruit and engage patients in educational programs and services from community partners.
- Provide ongoing group and individual health education.
- Refer patients to services as necessary, establish appointment times for all patients.
- Confirm appointments with each patient and provide transportation as needed.
- Complete new patient data in HEP Express (internal database) as well as the HMIS (Homeless Management Information System) and create new patient charts.
- Prepare timely program reports as requested.
- Travel to Partner Sites and HEP off-site houses to educate and provide services to residents.
- Travel outside HEP for training and/or conferences may be required.
- Perform other duties as required by the Wellness Program Manager or Director of Wellness.

### **EDUCATION, KNOWLEDGE AND SKILLS:**

- Bachelor's Degree and/or relevant job experience preferred
- Proficiency in Microsoft Office Suite (intermediate Excel skills)
- Excellent organization and effective customer service skills a **MUST**
- Ability to work independently as well as in a team setting
- Flexibility and easily adapt to change in a stressful working environment
- Current CPR/First Aid Certifications (provided)
- Biohazard Waste Training (provided)
- HIPAA training (provided)
- Knowledge of community resources, eligibility for services and referral process
- Must be comfortable working with individuals of varying backgrounds
- Thorough understanding of relevant service delivery concepts and structures, including Housing First, Motivational Interviewing, Stages of Change, and the Ability to Access and Negotiate the Full Range of Services for Recipients
- Strong written and verbal communication skills to interface effectively and efficiently with all parties and to ensure quality services and program operations
- Proven ability to juggle multiple priorities, and create a climate conducive to effective engagement with clients who present with multiple service needs
- Evidence Based Programming Leader Certification (training provided)
- DOT physical and certification (provided)

### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

- The physical environment requires the employee to work both inside and outside in heat, wet/humid, dry/arid conditions
- Sitting, standing, walking, bending, reaching, stooping and ability to lift up to 35 pounds with ease
- Walking and standing on uneven surfaces while on different campuses

*The above declarations are not intended to be an "all-inclusive" list of duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job, and be a reasonable representation of its activities.*

*HEP is a Drug Free Workplace and Equal Opportunity Employer. HEP does not discriminate against any class of protected persons covered by applicable law in its hiring and/or advancement opportunities. HEP encourages people of all minority statuses to apply.*