

JOB DESCRIPTION

Title: Health Navigator	Reports to: Associate Vice-President of Access
Department: Access Team	Date: May 2024

SUMMARY

The Health Navigator (HN) is primary responsible for guiding clients through the complexities of the health care system through education, case management, advocacy, and networking. The HN has a unique role in understanding clients' health needs, their challenges, and strengths, and has the responsibility to facilitate positive outcomes. The HN works closely with other departments and programs to ensure clients have access to all programs and services that can help them achieve their goals and will be assigned other duties from time to time.

ESSENTIAL RESPONSIBILITIES/FUNCTIONS

1	The HN implements a cohesive program that helps individuals and families address their health care needs and/or achieve their goals, adheres to grant guidelines and community partner protocols in providing health navigation services, utilizes the appropriate Intake Form(s) to assess client needs and develops a plan to facilitate clients' improved health status and/or outcomes, enrolls client or their families in affordable coverage if eligible, and ensures clients have access to El Centro's programs and services to help achieve their goals.
2	Develops and maintains a strong network of community organizations and health providers, identifying and seeking out new health services each year.
3	Record and track client demographic, service, and follow-up information in MAACLink Data Base and other program data bases (ex. spreadsheets in Excel).
4	Supports the Associate Vice-President of Access with (but not limited to): monthly staff reports, data for grant proposals, reports, and other requirements. Attends program/staff meetings, completes quarterly client post-service phone surveys, all program requirements, and helps other program staff with any client/program concerns.
5	Supports and contributes to positive Public Relations of El Centro: organizing and participating in outreach activities and El Centro events, advocating on behalf of clients, community needs, system changes and public policies, establishing and maintaining positive, effective relationships with key stake holders (both internal and external) that have a significant effect on the outcomes and operations for the program and El Centro's business.
6	Assist clients by coordinating with WyJo Care and with medical interpretation when needed. Will also help provide accurate documentation translation services for the El Centro office in Johnson County.
7	Supports and contributes to El Centro's advocacy and policy initiatives attending staff trainings to enhance El Centro's advocacy capacity, participating in awareness campaigns, and sharing information with clients and community stakeholders.
8	Assist with other duties as assigned by Assoc. VP of Access, Coordinator or other El Centro admin staff.

KEY COMPETENCIES/SKILLS

- Strong Written and Verbal Communication Skills
- Strong Interpersonal Skills
- Leadership and Relational Skills
- Organizational and Time Management Skills
- Strategic Thinking and Problem-Solving Skills
- Ethical Conduct
- Cultural Competency
- Organizational Development
- Proficient in Word, Excel, Outlook, PowerPoint
- Client Interview Skills

POSITION REQUIREMENTS

Preferred Education and/or Experience

- Minimum of bachelor’s degree in social work, health and human services or related field
- Minimum of 3 years professional experience in the field
- Must be bilingual in Spanish/English

ADDITIONAL REQUIREMENTS

- Attitudes, knowledge, and skills to deliver culturally competent services.

El Centro, Inc. is an Equal Opportunity Employer



SU CONEXIÓN A LA COMUNIDAD

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes the employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____