

Position: Lead Health Care Navigator (HCN)

Reports to: Director of Veteran Services

FLSA Status: Non-Exempt

Full or Part-time: Full - time

Summary

The Healthcare Navigator (HCN) will support Veterans enrolled in the Supportive Services for Veteran Families (SSVF) program in connecting to VA healthcare benefits or community healthcare services where Veterans are not eligible for VA care. The HCN will provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and work closely with the Veterans' primary care providers and members of the assigned interdisciplinary treatment teams.

Primary Duties and Responsibilities:

- Assist Veterans and their families in gaining entry to VA healthcare (including mental healthcare) or community care if veterans are not eligible for VA healthcare.
- Work closely with Veterans to assist them in communicating their preferences in care and personal health-related goals to facilitate shared decision making of their care.
- Serve as a resource for education and support for Veterans and their families, and help identify appropriate and credible resources and support tailored to the needs and desires of the Veterans.
- Monitor Veteran's progress, maintain comprehensive documentation, and provide information to treatment team members when appropriate.
- Assist Veterans in identifying concerns or questions about their treatment or medications to develop open communication with the provider and/or treatment team.
- Act as a health coach by proactively supporting the Veteran to optimize treatment interventions and outcomes.
- Modify services to best meet the needs of Veterans and coordinates services with other organizations and programs to assure such services are complementary and comprehensive; direct activities to maximize effectiveness, efficiency, and continuity of care for Veterans
- Provide case management services to Veterans and serve as the liaison to VA and community healthcare programs, and represent the program in contacts with other agencies and the public.

- Coordinate referrals to VA, community health clinics, and other programs needed to ensure access to healthcare.
- Regularly consult with other team members and appropriately assess and address the needs of the Veteran.
- Assist in developing policy, procedures, and practice guidelines related to the specialty program using knowledge gained from research or best practices.
- Develop relationships with community leaders, VA staff, and other referral networks.
- Develop evaluation components and outcomes indicators and report those evaluation results to VA and organizational leadership.
- Work as part of a multi-disciplinary team providing “client centered services” with all staff members, as well as the other case managers participating in the program.
- Maintain all required documentation in participants’ confidential case records and assisting the Program Manager and Director with the preparation of any required program and statistical reports.
- Train new Healthcare Navigators, provide additional supports for new HCNs by providing additional trainings.
- Other duties as assigned.

Position Objectives:

- Provide excellent supportive services to Veterans.
- Develop and utilize a broad network of resources to best service Veterans and their families.
- Display a professional role model for Veterans and the agency.
- Direct Veterans and their families to proper medical care.
- Assist Veterans in understanding and communicating with medical and treatment providers to make informed decisions about healthcare and problem-solve barriers to care.
- Assist veterans in utilizing available services, including preventative healthcare.

Qualifications:

This position requires a minimum of a Bachelor’s Degree but Master’s Degree in Social Work, Licensed preferred. Requires an appropriate combination of education and experience that fulfills the knowledge and experience base required for this position, including experience in working with Veterans in a social service or healthcare setting and knowledge of the VA healthcare. Experience working with

The individual in this position must have knowledge of clinical issues, skill in community resource development, be well organized, a self-starter, able to work autonomously in the community, and able to work as a member of a team. The individual must also demonstrate outstanding organizational skills, and the ability to manage multiple priorities and concerns. Individual must be computer literate including familiarity with Microsoft Office, and willing and able to learn the HMIS database. The individual must have excellent communication skills, both oral and written, combined with strong interpersonal skills. The ability to work well with people from different cultural and socio-economic backgrounds is crucial to this position.

In addition, this position requires a licensed and insured driver with his/her own vehicle.

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