

POSITION TITLE: HEALTH CARE NAVIGATOR

PROGRAM SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

REPORTS TO: PROGRAM MANAGER

MAJOR RESPONSIBILITIES:

To provide services that include connecting Veterans to VA health care benefits or community health care services where Veterans are not eligible for VA care.

DETAILED RESPONSIBILITIES:

- Provide a Non-Clinical Assessment to understand the Veteran's situation, potential barriers to care, the causes, and the impact of such restrictions on the Veteran's ability to access and maintain health care services.
- Work closely 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.
- Provide comprehensive case management and care coordination across episodes of care and acts as a health coach by proactively supporting the Veteran to optimize treatment interventions and outcomes.
- Collaborates with other disciplines involved in providing care, regularly consults with other team members, and appropriately assesses and addresses the needs of the Veteran.
- Documents service delivery and maintain accurate and timely clinical documentation and are responsible for consumer confidentiality.
- Document all contacts with veterans in HMIS tracking system in a timely and accurate manner.
- Ensure accuracy and consistency with the agency's fiscal and billing procedures.
- Transport Veterans in a safe, cautious, and responsible manner.
- Implements fire and life safety standards.
- Participate in all appropriate staff, supervision, and training meetings.
- Assume other duties as assigned by the SSVF Program Manager to complete tasks for the program.

I have read and understand job description.

Print Name :

Date:

Employee Signature Required :

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REQUIRED QUALIFICATIONS:

- Excellent verbal and written communication skills
- Strong organizational skills and meticulous attention to detail
- Team Player with excellent listening skills
- Proficient in the use of Word, Excel, and PowerPoint
- A car for visits to Veterans in their own homes or at other locations

➤ **REQUIRED Valid New York State Driver's License and own insured Vehicle with 100/300 bodily injury liability insurance.**

➤ **PPD (TB) test required with proof of results**

EDUCATION/TRAINING/EXPERIENCE:

Master's level social worker degree from an accredited college or university in social work or a related field.

Or

Experience working with Veterans, a plus and must-know clinical issues, skill in community resource development.

CATEGORY

NON-EXEMPT

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