



COMMUNITY NAVIGATOR

Classification specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications *may not include all* duties performed by individuals within a classification. In addition, specifications are intended to outline the *minimum* qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

FLSA STATUS: Non-Exempt

DEFINITION:

Under general supervision, engages with at-risk individuals and their families to identify and verify current available resources and services in the community, including health care providers, food banks, shelters, and other community groups; connects community to the resources, services, and support they need; assists in developing new organizational and inter-agency relationships and events regarding community services; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

DISTINGUISHING CHARACTERISTICS:

This journey-level classification is responsible for independently performing technical duties in support community outreach and assisting individuals and families in navigating community resources. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF ESSENTIAL DUTIES:

Essential duties include, but are not limited to, the following:

- Collaborates with Full Service Partnership agencies in the service area to appropriately outreach, engage, and refer individuals to these agencies; engages in promotion and collaboration amongst interagency departments in an effort to promote all Authority programs and events when out in the community.
- Provides outreach services; engages with people who need services and their families to help them identify currently available services, including formal and informal supports and services tailored to the particular cultural, ethnic, age, and gender identity of those seeking them; provides information on community resources and referrals; links individuals to agencies, health care providers, and other community networks; follows up with those individuals to ensure they have connected with support structures and are receiving assistance for their needs.

- Provides information and uses Authority resources to meet with agencies, faith-based organizations, and attend other community events; recruits community-based organizations, faith-based organizations, and other community groups to become part of an active and ever growing locally-based support network for people, including those most challenged by behavioral health issues.
- Performs visits to individuals and their families in their homes, shelters, or on the streets to provide information and education; provides support to individuals who are unsheltered or at-risk of becoming unsheltered; provides advocacy for at-risk tenants in contacting property managers to prevent or delay evictions; identifies and provides transitional housing options to individuals and their families.
- Interviews clients to assess factors for various health and safety risks including substance use; obtains information regarding the health status of patients to determine the types of programs and services needed; monitors patient's treatment and track outcomes and relevant data throughout the treatment process.
- Provides advocacy for and/or refers/assists clients in accessing community agencies and health care providers; interfaces and coordinates with local agencies and law enforcement as indicated by the situation.
- Uses information technology and other means to map and keep up to date about the current availability of services and supports in the Service Area.
- Promotes awareness of behavioral health issues, and the commitment to recovery, wellness, and self-help; attends and conducts booth presentations at community health and resource fairs.
- Ensures confidentiality and integrity of Protected Health Information (PHI) of clients served by the Authority to comply with all Health Insurance Portability and Accountability (HIPAA) regulations.
- Promotes and makes presentations at emergency shelters, community food banks, intergovernmental agencies, local not-for profit associations, and community centers.
- Maintains accurate, detailed, and thorough documentation and notes of all activities and services related to client care; performs a variety of office administrative and clerical duties in support of assigned program/function as necessary.
- Provides transportation to individuals as necessary or as assigned.
- Observes and complies with all Authority and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS:

Any combination of education, training, and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the position is qualifying. The incumbent will possess the most desirable combination of education, training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education and Experience:

Education:

- Equivalent to an associate degree with college level coursework in community health, behavioral health, or a related field.

Experience:

- Two (2) years of experience providing outreach to a diverse community for health or behavioral health programs, or a related field.

Licenses and Certifications:

- Possession of a valid California Driver's License, a satisfactory driving record, and a properly registered and insured vehicle, to be maintained throughout employment.

Knowledge of:

- Behavioral health networks, services, and programs provided within the community, including new and existing relationships with key service providers and inter-agency representatives.
- Specialized services and programs relevant to different case needs.
- Public speaking methods and techniques and development of resource materials.
- Principles supporting a behavioral health system of care and an integrated systems approach to mental health.
- Principles of recovery and resiliency, including evidence-based and community-defined evidence for effective community outreach and engagement strategies.
- Cultural competency fundamentals, including evidence-based and community-defined evidence to facilitate community outreach and engagement across various economic, age, gender, and sexual preference groups.
- Social, emotional, and behavioral aspects of mental disorders and illness.
- Principles and practices of direct client service delivery.
- Cultural, social, and environmental factors and influences affecting behavioral health.
- Community and governmental services and resources.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility, including the Health Insurance Portability and Accountability Act (HIPAA).
- Authority and mandated safety rules, regulations, and protocols.
- Principles and practices of record keeping.
- Techniques for providing a high level of customer service, interacting and effectively dealing with the public, community based organizations and service providers, stakeholders, and Authority staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

- Effectively represent the department and the Authority in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Understand scope of authority in making independent decisions.
- Effectively utilize community resources to assist clients.
- Work well with and provide services to a variety of clients in various stages of behavioral health illness/treatment; maintain appropriate boundaries, identify and nurture strengths, and support their right to make independent decisions as appropriate.
- Respond promptly to client emergency situations and take effective action within scope of authority.
- Prepare clear and concise reports, correspondence, client case documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Maintain the confidentiality of client information.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with clients, their families, Authority staff, and the behavioral health community.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS (ADA)

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various sites throughout the Tri-Cities; vision to observe client behavior, signs of illness, and potential hazards. The job involves frequent walking to locate, assist, and deliver services to clients. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, and may be exposed to blood and bodily fluids, and other hazardous physical substances and fumes. Employees interact with clients with behavioral disorders who may display erratic and assaultive behavior, including those who require emergency crisis intervention.

Employees may also interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

In accordance with California Government Code Section 3100, Tri-City Mental Health Center employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

Employees serve as members of the Authority's on-call crisis intervention team and may be required to be available and respond to crisis situation 24/7 during on-call rotation.

Receive satisfactory results from a background investigation, which includes fingerprinting; a pre-employment physical examination, which includes a drug/alcohol test; and an administrative review.