

# SSVF HEALTHCARE NAVIGATOR

<b>JOB TITLE</b>	<b>SSVF Healthcare Navigator</b>
REPORTS TO (title)	SSVF Program Manager
DEPARTMENT NAME	Supportive Housing

1. **PRIMARY PURPOSE** - In order to secure and maintain housing stability, SSVF Healthcare Navigators work with Veterans and their families on a variety of issues to assist them in identifying and overcoming challenges to accessing the healthcare system or adhering to recommended health care plans. SSVF Healthcare Navigator assists Veteran families with gaining access to healthcare, supporting healthcare plans by identifying barriers to care, and providing education on wellness related topics. The SSVF health care navigator modifies services to meet the needs of Veterans best and coordinates services with other organizations and programs to assure such services are complementary and comprehensive; directs activities to maximize effectiveness, efficiency, and continuity of care for Veterans; provides case management services to Veterans, serves as the liaison to VA and community health care programs, and represents the program in contacts with other agencies and the public.

This position is responsible for

2. **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provide non-clinical assessment of Veteran family's healthcare needs at enrollment into SSVF and throughout duration of the program.
- Identify Veteran family's barriers to accessing healthcare or adhering to recommended health care plans.
- Assist Veterans in understanding and communicating with providers regarding health care.
- Assist Veterans in Accessing Healthcare Systems
  - Enrolling eligible Veterans in VA Healthcare
  - Enrolling eligible Veteran families in community healthcare options when VA Healthcare is unavailable
- Assist Veterans in accessing appointments
  - Providing transportation to and from non-emergency medical appointments as needed
  - Assisting Veteran families in accessing other transportation (RideSource, VA, or public transportation).
- Problem-solve with Veteran families other barriers to care as necessary.
- Assist Veterans in utilizing available healthcare services.
- Provide education for Veterans to learn about wellness related topics

3. **OTHER DUTIES AND RESPONSIBILITIES**

- Ensure that participant files are properly maintained, meet grant and confidentiality requirements.
- Communicate and coordinate with community partners as required.

- Coordinate with Case Managers, Benefits Specialist and Outreach Specialist to assist in providing wrap around supportive services.
- Assist with screening and intake for potential participants, referrals to other community resources when necessary.
- Maintain adherence to Company policies, safety/ergonomic standards and good housekeeping practices.
- Perform other duties and responsibilities as required.

4. **MINIMUM QUALIFICATIONS AND EXPERIENCE**

- Bachelor's degree in social work, nursing, public health, or related fields.
- Minimum of two years experience in a health care or social services area of practice.
- Experience working with people that are low income, unhoused, or Veterans.
- Valid driver's license

5. **PHYSICAL DEMAND**

A. The physical effort typically applied in this job includes:

<input type="checkbox"/>	Lifting	<input type="checkbox"/>	Pulling	<input type="checkbox"/>	Reaching
<input type="checkbox"/>	Carrying	<input type="checkbox"/>	Pushing	<input type="checkbox"/>	Shoveling
<input type="checkbox"/>	Other (specify)			X	Keying/typing

B. Check the box that best reflects the amount of effort typically applied and the frequency of application:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.				X
Between 5 & 25 lbs.			X	
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

C. The effort reflected in the above chart is typically applied in the following work positions:

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input checked="" type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

6. **MENTAL OR VISUAL DEMAND**

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.

<input checked="" type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.
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**7. WORKING CONDITIONS**

**A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area:**

<input checked="" type="checkbox"/> Dust	<input checked="" type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

**B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above:**

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input checked="" type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

**8. ATTENDANCE** - Compliance with general company standards is acceptable.

**9. SAFETY** - Compliance with general company standards is acceptable.

**10. FLSA STATUS** - Non-exempt

**11. SIGNATURES & DATES -**

<i>Employee Signature</i>	<i>Date:</i>	<i>Supervisor Signature</i>	<i>Date:</i>