



Resolving
Homelessness
Together

HEALTHCARE NAVIGATOR

Definition

Housing Matters is looking for individuals eager to make a difference and willing to enthusiastically commit to join in our vision that homelessness in Santa Cruz County should be rare, brief and non-recurring. Under direction, the Healthcare Navigator will connect veterans in the Supportive Services for Veterans Families to VA health care benefits or community health care services. Healthcare Navigators will provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties. SSVF Health Care Navigators work closely with the veteran's primary care provider and members of the veteran's assigned interdisciplinary treatment team.

Typical Job Duties

- Conduct non-clinical assessments to understand potential barriers and their impacts to navigating healthcare systems
- Connect a caseload of veterans receiving housing services to healthcare
- Collaboration and communication between veterans and their healthcare teams.
- Develop rapport and communication with VA Health Care System, Community Healthcare systems, and program clients.
- Act as client advocate in securing appropriate healthcare
- Specialized case management, care coordination, and health coaching
- Knowledge of community resources
- Health education including information distribution and presentations
- Coordinate regularly with SSVF Housing Navigators and Case Managers, including attending collaborative working group meetings.
- Accurately maintain extensive records, data and documentation of services.
- Participate in Housing Matters and Case Management/Supportive Services staff meetings, case reviews and related functions.
- Maintain effective relationships with community partners and represent Housing Matters professionally in the community.
- Attend trainings, workshops and conferences related to position.
- Maintain confidential, professional boundaries with all program clients.
- Other duties as assigned.

Employment Standards

Working knowledge of:

- Issues affecting homeless veterans
- Basic principles and trends of healthcare
- Federal and State healthcare regulations, programs and procedures
- Community resources
- Public social service and assistance programs.
- Interviewing and record keeping techniques.
- County and state healthcare policies, procedures and programs.
- The policies, and administrative procedures of Housing Matters housing support programs.
- Grant compliance reporting may be required for certain positions.
- Some knowledge of the principles and techniques of supervision and training may be required for certain assignments.

HEALTHCARE NAVIGATOR

Ability to:

- Learn to apply casework skills to identify the client's strengths and barriers to housing and healthcare
- Learn to formulate and modify case plans in conjunction with clients and housing case managers.
- Learn to interview effectively, gather information and engage the client in the problem-solving process.
- Learn to manage assigned caseload and establish caseload priorities to meet client needs and agency expectations.
- Understand and explain agency programs, limitations, regulations and policies.
- Use community and agency resources.
- Communicate effectively in written and oral form.
- Communicate and relate effectively with clients, who may be emotionally or mentally disabled, medically disabled, elderly, substance abusers, victims of domestic violence or fiduciary abuse.
- Establish and maintain effective working relationships with others, including clients, family members and others who may be under distress or duress.
- Locate, develop, and use community and agency resources for the benefit of clients and advocate for services on behalf of clients.
- Facilitate maximum client participation in service plans.
- Manage assigned caseload and establish caseload priorities to meet client needs and agency expectations;
- Prioritize and respond to demands of caseload in a prompt and efficient manner.
- Recognize and analyze problems, gather relevant information, establish facts, draw valid conclusions, respond to case details promptly, and communicate clearly and concisely both orally and in writing.
- Maintain current and accurate records.
- Learn complex regulations, policies and procedures and apply them appropriately in management of assigned caseload.
- Work effectively under pressure and deadlines.
- Deal with hostile, aggressive and abusive persons.
- Work effectively under pressure and deadlines

Training and Experience: Any combination of training and experience which would provide the required knowledge and abilities is qualifying. Typical ways to obtain these knowledge and abilities would be:

- Master's level social worker and experience in VA or community healthcare systems
- Bachelor's degree in a related field (Social Work, Public Health Administration, etc.) with equivalent work experience in the healthcare system or with homeless services (3+years) preferred
- Bachelor's degree in a related social work or medical field (Social Work, Public Health Administration, etc.) with experience with veterans
- 4+ years of direct or related experience in a combination of both the healthcare and homeless services system

SPECIAL REQUIREMENTS

- Possession of a valid California Class C Driver's License or must be able to provide suitable transportation which is approved by the organization may be required for certain positions.

HOURS

- This is a full time, hourly, benefited, non-exempt position. Occasional evenings and weekends required. Health Insurance and PTO benefits begin after 90-day introductory period.

Application Process

Please email a cover letter and resume to the attention of Human Resources at recruiter@housingmatterssc.org. No phone calls or faxes. HOUSING MATTERS is an Equal Opportunity Employer