



Desk Navigator I Job Posting

JOB TITLE:	Desk Navigator I
FLSA STATUS:	Non-Exempt, Full-Time Position
SALARY RANGE:	\$15.00 per hour
BENEFITS:	Health Insurance, 403(b) Retirement Plan, Life Insurance, Flexible Spending Accounts (FSA) and Employee Assistance Program (EAP).
POST DATE:	April 24, 2019
CLOSE DATE:	May 31, 2019

Sacramento Covered is a nonprofit, 501(c)(3) organization whose mission is to improve the overall health of residents in the region by connecting individuals and families to health coverage, primary care, preventive services and other healthcare related needs to live healthy lives.

Our approach is locally based, data driven and high-touch.

Sacramento Covered is hiring a Desk Navigator I.

JOB PURPOSE & SCOPE

Under the direction of the Director of Behavioral Health Integration, the Desk Navigator I is primarily responsible for completing administrative duties for the Pathways to Health + Home program within Sacramento Covered. The Desk Navigator I role involves a high level of interaction with Community Health Workers and the leadership team within the organization, as well as externally with housing services, Sacramento County, the Social Security Administration and other Sacramento agencies.

The priority goal for the Desk Navigator I is to ensure that client services and data under the Pathways to Health + Home program are captured and successfully entered into the client database, and to assist clients over the phone to access health, housing and other social services.

The classification is distinguished from Desk Navigator II by the greater complexity of assignments required of the Desk Navigator II classification.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain a log of incoming and outgoing Pathways to Health + Home mail.
- Maintain clients' confidentiality and strict adherence to confidentiality requirements.
- Schedule transportation rides for clients while adhering to company policies on the maximum number of scheduled rides allowed.

- Facilitate document collection and tracking for housing referrals.
- Print Community Health Worker panels and assist with administrative functions of panel meetings.
- Maintain complete client records, daily activity logs, mileage logs, and other reports as directed.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Displays professionalism, tact, respect and team effort when working with co-workers, partners and public.
- Able to cope with stressful situations and work independently to perform appropriate quantity of work.
- Other duties as assigned.

JOB RELATIONSHIPS

- a. Responsible to: Director of Behavioral Health Integration
- b. Interrelationships: Senior management, project managers and co-workers.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory duties.

EDUCATION & EXPERIENCE

- High School diploma or GED required.
- Associate's degree (A.A.) or equivalent from two-year college or technical school with an emphasis in health, social services, psychology, communications or other related field; or at least two years of experience working in a health, nonprofit, social services or marketing field; or equivalent combination of education and experience.

QUALIFICATIONS, KNOWLEDGE, ABILITIES

- Awareness of socio-cultural characteristics of population served by Sacramento Covered.
- Cultural awareness and competency skills.
- Exceptional ability to connect and engage with people
- Working knowledge of Microsoft Office applications preferred.
- Problem solving, decision making and critical thinking skills required.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly.
- Strong phone and communication skills.
- Detail oriented, organized and possess time management skills
- Must be able to work flexible hours (morning, afternoon and or evening shifts including weekends as needed).
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Must have reliable transportation and be able to travel within the County.
- Must have a valid driver's license and pass a background/fingerprint check.

PHYSICAL FACTORS

Physically able to walk, stand, stoop and lift, good manual dexterity, visual and auditory acuity.

DESIRED KNOWLEDGE

Successful candidates will have a strong knowledge of community resources in Sacramento and be familiar with community based health care delivery. Those with shared experiences with potential clients, including histories of incarceration, homelessness, mental illness, alcohol/drug use of disorder, etc. and experience navigating associated service delivery systems are encouraged to apply. Familiarity and working knowledge of Medi-Cal, CalFresh, and other public programs is preferred but not required.

HOW TO APPLY

Please submit the following documents below by email to HR Manager, Lizette Rodriguez at lizette@sacramentocovered.org

1. Cover Letter
2. Resume
3. SC Job Application – located here: <https://www.sacramentocovered.org/join-our-team/>

Your resume will not be considered if a cover letter or job application is not included.

No phone calls please.

For more information about Sacramento Covered, please visit www.SacramentoCovered.org.

Sacramento Covered is an equal opportunity employer.

Sacramento Covered does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

*At Sacramento Covered we believe in **all** community*