



Health Navigator Job Posting

JOB TITLE:	Health Navigator
FLSA STATUS:	Full-Time, Non-Exempt
HOURLY WAGE:	\$16.00 to \$20.00
BENEFITS:	Health Insurance, 403(b) Retirement Plan, Life Insurance, Flexible Spending Accounts (FSA) and Employee Assistance Program (EAP), Wellness Days
POST DATE:	August 17, 2020
CLOSE DATE:	Open until filled

POSITION PURPOSE & SCOPE

Under the direction of the Project Manager, the Health Navigator is responsible for assisting clients navigate and access community services and social supportive resources including ensuring the client has health coverage, coordination of transportation to access their health care, scheduling of appointments and coordinating the referral process between Sacramento-area community health centers/primary care clinics, and social supportive resources.

The priority goal for a Health Navigator is to find healthcare homes for uninsured and underinsured clients, where they can receive appropriate levels of care with the desired outcome being improved health for designated patient populations.

TYPICAL DUTIES

- Make face-to-face and telephonic connections and build rapport with clients at designated locations including but not limited to Sacramento Covered’s main office, co-location sites including but not limited to schools, community based organizations, health centers, hospital departments and near jails.
- Assist clients to navigate the health care system and connect them to resources that support appropriate utilization of care (transportation, interpreting, legal services) including connecting consumers to primary care physicians, dentists and mental health providers within their selected health plans.
- Serve as liaisons between clients and providers to find appropriate care centers and connect with providers.
- Make follow-up calls and monitor progress of clients to ensure positive outcomes, including on successful referrals and reduction in hospital readmission for primary care.
- Educates and link clients to primary care physicians and dentists within their selected health plans as well as other resources including CalFresh, WIC, etc.
- Participates in community and business-based outreach efforts to identify uninsured consumers and creates awareness of Sacramento Covered services.
- Enters clients’ data according to data collection platform(s) including but not limited to excel spreadsheets and Salesforce.
- Maintains clients’ confidence and protects program by keeping information confidential.
- Other duties as assigned.

EDUCATION & EXPERIENCE

- High School diploma or GED required.
- Completion of an Associate Arts Degree is preferred with an emphasis in social services, psychology or any health related field.
- Two years' experience is preferred in a health care, social service setting including any experience conducting community outreach, case management, interpreting or client-focused services.
- Experience working with formerly incarcerated or re-entry populations is highly preferred, but not required.

QUALIFICATIONS, KNOWLEDGE, ABILITIES

- Awareness of socio-cultural characteristics of populations served by Sacramento Covered, including but not limited to underserved, underinsured, mixed immigration households, and re-entry populations.
- Cultural awareness and competency skills.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly.
- Bilingual in English and needed language (Typically: Spanish, Russian, Ukrainian and Hmong), desired but not required.
- Must be able to work flexible hours (morning, afternoon and or evening shifts including weekends as needed).
- 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.
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Ability to work as a team member including in co-location settings such as clinics, hospitals, near jail, and community sites with clinicians and professionals.
- Provide information in a manner that is culturally and linguistically appropriate to the needs of the client.
- Serve as a resource for clients, other navigators and clinical staff.
- Working knowledge of Microsoft Office applications preferred.
- Problem solving, decision making and critical thinking skills required.
- Excellent organizational skills with the ability to prioritize assignments and enter quality data.

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. Familiarity and working knowledge of Medi-Cal, CalFresh, and other public programs is preferred but not required. Experience working with formerly incarcerated or re-entry populations is highly preferred. Completion of Certified Enrollment Counselor training and/or experience in providing application assistance for Medi-Cal and other public benefit programs is desired.

HOW TO APPLY

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

1. Cover Letter
2. Resume

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

No phone calls please.

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

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.

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.