



Desk Navigator Job Posting

JOB TITLE:	Desk Navigator
FLSA STATUS:	Non-Exempt, Full-Time
SALARY RANGE:	\$15.00 - \$17.00 per hour (DOE)
BENEFITS:	Health Insurance, Retirement 403(b), Life Insurance, Wellness Days, Paid Time Off, and Employee Assistance Program (EAP).
POST DATE:	October 14, 2020
CLOSE DATE:	Open Until Filled

JOB PURPOSE & SCOPE

Under the direction of the Project Manager, the Desk Navigator is primarily responsible for completing administrative duties for the Health and Homeless Services team within Sacramento Covered. The Desk Navigator role involves a high level of interaction with Community Health Workers and the leadership team within the organization, as well as occasionally with external partners: housing services, Sacramento County, the Social Security Administration and other Sacramento agencies.

The priority goal for the Desk Navigator is to ensure that client services and data within the Health and Homeless Services department are captured and successfully entered into the client database and that administrative tasks are completed efficiently.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Maintain a log of incoming and outgoing mail.
- 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.
- Maintain up to date resource files.
- Coordinate faxing and scanning of referrals and documents for Community Health Workers.
- Attend team meetings, case conferences, training workshops and community meetings as needed.
- Maintain clients' confidentiality and strict adherence to confidentiality requirements.
- 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.

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.

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.

PHYSICAL FACTORS

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

HOW TO APPLY

Please submit the following documents below through our [website](#) 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 is not included.

No phone calls please.

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