

Health Navigator – Vaccine Ambassador

- **FLSA Status:** Full-time, Non-Exempt
- **Compensation:** Starting at \$19.00 per hour
- **Post Date:** January 11, 2023
- **Application deadline:** January 27, 2023

Under the direction of the Project Manager, the Health Navigator (HN) is responsible for assisting clients navigate and access community services and social supportive resources including ensuring the client has health coverage, vaccine education and resources, 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 the HN 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.

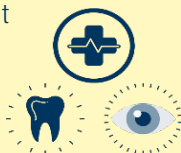
About Sacramento Covered

Sacramento Covered is a nonprofit with a mission of improving the overall health and wellbeing of Sacramento area residents by connecting individuals and families to health coverage, primary and preventative care, behavioral health services, and other health-related resources. We value our team members for the essential work they do in our community year-round. Because of this, we prioritize offering competitive pay, robust benefits, and maintaining a diverse and inclusive work environment that is purpose-driven and outcomes-focused!

Healthcare Benefits

We provide:

- 100% of our employees' medical, dental, and vision plans
- 100% of employee dependents' medical plans
- Employee life Insurance coverage equal to 100% of annual salary
- A pre-tax Flexible Spending Accounts (FSA) for healthcare and dependent care expenses



Wellness Program & Paid Time Off

Each year, we provide:

- 80 hours of vacation and sick time (accrue up to 120 hours each)
- 2 paid Wellness Days
- 13 paid holidays
- Employee appreciation events, professional development training, and retreats
- Access to an Employee Assistance Program (EAP) to help employees navigate work-related and personal issues



Financial & Retirement

We offer:

- A 403(b) Retirement plan with immediate employer match up to 4%
- An opportunity for yearly bonus
- An Employee Referral Program (\$250 when you refer each future team member)



Other Benefits

We also offer:

- An Employee Perks Program with discounts on amusement parks, travel, concerts, and more
- Mileage and tech reimbursement for eligible positions
- Clinical supervision hours provided by Licensed Clinical Social Worker (LCSW) staff for eligible team members
- Sacramento Covered-branded swag (shirts, hat, jackets, and more)
- Modern collaborative work space*
*most positions



Job Duties

Vaccine ambassadors will be expected to:

- Help increase vaccine confidence among target populations throughout Sacramento County
- Promote and increase COVID-19 vaccine uptake by providing accurate information and consistent outreach through in-person and telephonic interactions with clients
- Complete Vaccine Influencer Training and additional training as needed, to receive appropriate information about the COVID-19 vaccines and vaccine accessibility in collaboration with the Sacramento County COVID-19 Collaborative.
- Engage in dialogues with clients around the COVID-19 vaccines, concerns about the vaccine, general COVID-19 risk reduction strategies, and vaccine-related resources available through the Sacramento County COVID-19 Collaborative and other public health agencies.
- Assist in transportation to vaccination sites.
- Attend weekend outreach events as needed to promote services and social supportive resources to the community.
- Make in-person 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.
- 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.
- 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.
- Educate and link clients to primary care physicians and dentists within their selected health plans as well as other resources including CalFresh, WIC, etc.
- Participate in community and business-based outreach efforts to identify uninsured consumers and creates awareness of Sacramento Covered services.
- Enter clients' data according to data collection platform(s) including but not limited to excel spreadsheets and Salesforce.
- Maintain clients' confidence and protects program by keeping information confidential.
- Other duties as assigned.

Requirements

- **Educational Attainment:** 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.
- **Employment Experience:** 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.
- **All newly hired employees are required to be fully vaccinated against COVID-19 prior to the first day of employment.**

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, Arabic, Farsi, Vietnamese, etc.), 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 and Demands

- Remain in a stationary position often standing or sitting for prolonged periods.
- Moving about to accomplish tasks or moving from one worksite to another.
- Light work that includes moving objects up to 20 pounds.

Environmental Conditions

- Normal temperatures in an open office environment with moderate noise level. Open office layout with enclosed office spaces.

Preferred Skills/Qualifications

- 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. Completion of Certified Enrollment Counselor training and/or experience in providing application assistance for Medi-Cal and other public benefit programs is desired.
- Working knowledge of Microsoft Office applications preferred.
- Bilingual in English and needed language (Typically: Spanish, Russian, Arabic, Farsi, Vietnamese, etc.), desired but not required.