

## **JOB DESCRIPTION**

**POSITION TITLE:** Healthcare Navigator – SSVF  
**DEPARTMENT:** Catholic Charities Diocese of Charlotte  
**REPORTS TO:** Supportive Services Supervisor  
**FLSA:** Non-Exempt

**POSITION SUMMARY:** Provide services that include connecting Veterans to VA health care benefits or community health care services where Veterans are not eligible for VA care. Provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties. Work closely with the Veteran's primary care provider and members of the Veteran's assigned interdisciplinary treatment team.

### **ESSENTIAL FUNCTIONS:**

1. Conduct assessments of SSVF enrolled Veterans in collaboration with the interdisciplinary treatment team, the Veteran, family members, and significant others to understand the Veteran's situation, potential barriers to care and the causes, and the impact of such barriers on the Veteran's ability to access and maintain health care services.
2. Act as a liaison between the SSVF Grantee and the VA or community medical clinic and a population of Veterans with complex needs who require assistance accessing health care services or adhering to health care plans.
3. Work closely with the Veteran's assigned multidisciplinary team, including medical, nursing, and administrative specialists, and case management personnel to provide timely, appropriate, Veteran-centered care equitably and to identify and address systems challenges for enhanced care coordination as needed.
4. Provide comprehensive case management and care coordination across episodes of care. Act as a health coach by proactively supporting the Veteran to optimize treatment interventions and outcomes.
5. Serve as a resource for education and support for Veterans and families and help identify appropriate and credible resources and support tailored to the needs and desires of the Veteran.
6. Review care plan goals with the Veteran, conduct regular non-clinical barrier assessments, and provide resources and referrals needed to support adherence.
7. Monitor Veterans' progress, maintain comprehensive documentation, and provide information to treatment team members when appropriate.
8. Develop and facilitate collaborations with community networks and other partners.
9. Assist in identifying the Veterans and families' health education needs and provide education services and materials that match the health literacy level of the Veterans. Provides ongoing education support as needed to the Veterans and family members.
10. Assist in developing policy, procedures, and practice guidelines related to the specialty program using knowledge gained from research or best practices.
11. Complete all necessary documentation to ensure compliance with funding requirements, licensing requirements, COA standards, and agency quality assurance standards.
12. Collaborate with a variety of community agencies, community leaders, VA staff, and other referral networks and engages in problem resolution activities. Maintain working

relationships with staff and other diocesan and external resources to coordinate services and provide advocacy as needed.

13. Respond to inquiries and make presentations regarding agency services.
14. Participate in agency's Strategic Planning and Quality Improvement processes.
15. Adhere to ethical principles about confidentiality, informed consent, compliance with relevant laws, and agency policies (e.g., critical incident reporting, HIPPA, Duty to Warn).
16. Create an environment consistent with agency culture, mission, vision, and values and represents the agency in the community in the same manner.

**OTHER RESPONSIBILITIES:**

1. Participates in agency trainings, staff meetings, and events; attends training and development activities as directed.
2. Performs other duties as required.

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

1. Undergraduate degree required. Master degree preferred. Seven years of relevant experience may be substituted in lieu of an undergraduate degree.
2. At least two years of experience in a health care or social services area of practice.
3. Knowledge of and sensitivity working with people with mental illness, dually diagnosed and/or in recovery.
4. Experience working with homeless persons; ability to engage and develop rapport with persons with complex needs in conversation.
5. Ability to function independently, exercising initiative and judgment in day-to-day activities, based on expertise accumulated through education, training, experience, and reference to relevant professional literature.
6. Must have intermediate computer and technology skills.
7. Skills required to: participate in program planning and organization; work and communicate effectively with staff, volunteers, clientele, and the public; promote agency programs and provide public relations; participate in peer review; prepare correspondence, records and reports; and perform the essential functions of the position.
8. Strong English language skills required (reading, writing, and speaking).

**WORKING ENVIRONMENT:** Responsibilities of the Health Care Navigator involve travel and work beyond the regularly scheduled workday.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Effective: 5/30/2024