



COMING HOME CONNECTION

creating a community of care

Health Navigator

Coming Home Connection is looking for a compassionate, motivated health navigator to join our team. This is a full-time position scheduled for 40 hours a week. The position serves to support individuals referred through the CONNECT 211 partnership as well as other Coming Home Connection clients. The CONNECT 211 services focus on benefits assessment and enrollment through a navigation plan for an average of 20 clients at any given time. The navigator also provides general information on benefits and caregiving resources in the Santa Fe community. The navigator works one-on-one with individuals through home visits and phone calls, as appropriate for the progress towards the navigation plan goals. The navigator provide data and information to support reports and proposals, and to advance the organization's fundraising and visibility in the community.

Health Navigation Clients

The navigator will work with individuals to assess their needs and eligibility for benefits, and develop a navigation plan collaboratively with the client to identify specific goals, actions to be taken and responsibilities of navigator and clients. Navigation clients may be referred by CONNECT 211 program partners, Coming Home Connection staff and/or caregivers.

Responsibilities

- Perform intake and assessment:
 - Assess referred clients' wellness, needs, preferences and abilities
 - Identify and implement appropriate interventions
 - Develop navigation plan including navigator and client responsibilities, and
 - Monitoring mutual progress towards goal
- Perform home visits as appropriate and implementing immediate intervention when necessary to supporting clients' wellness
- Work with clients, family and friend support networks, and health care professionals to implement service plans
- Listen to clients' concerns and providing assistance or intervention as required
- Record clients' progress, documenting referrals and all client interactions
- Evaluate clients' progress periodically and making adjustments as needed
- Follow up with discharged clients to ensure they are satisfied with services and still in good physical and mental health
- Utilize the "UniteUs" database to track and document all agency-initiated and referred navigation clients to Connect program standards
- Engage in on-going solicitation of client feedback to provide data on all grant contracts
- Work with the Director to complete quarterly reports, including numbers and demographics of clients served

General Navigation Resources

The navigator will integrate navigational information into the organization's overall commitment to improving outcomes for older adults in Santa Fe, working to increase staff knowledge of systems and resources.

Responsibilities

- Have knowledge of some basic health care systems in Santa Fe, i.e. independent living facilities, assisted living facilities, skilled nursing facilities, caregiving companies, hospice companies, etc.
- Have knowledge of major Medicare and Medicaid guidelines and eligibility requirements for in-home caregiving, assisted living facilities, etc.
- Provide general information on benefits and resources in the Santa Fe community

Supporting Colleagues

- Work closely with the Executive Director and other staff to ensure clear communication among different aspects of the agency to fulfill our mission
- Attend weekly staff meetings
- Track and provide data as required for proposals, reports, invoices and communications
- Assist clients in acquiring durable medical equipment from our loan program
- Provide office coverage as needed, supporting home visits and out-of-office meetings for all staff
- Other duties as assigned

Qualifications

- 3 years minimum experience in case management in health care setting, including home visits and direct client support
- Knowledge of Medicare and Medicaid processes
- Knowledge of Santa Fe community-based resources and agencies
- Database and Excel program knowledge with high proficiency
- Other proficient computer skills in Microsoft programs
- Ability to perform under pressure and multitask with different project priorities
- Service clients compassionately with the ability to manage time appropriately with each client
- Team player that works well in small office setting