



## Health Care Navigator

**Position:** Full Time / Regular/ Non-Exempt

**Supervisor:** Deputy Program Manager, Supportive Services for Veterans and Families (SSVF)

**SUMMARY:** *This is a Hybrid position and will work out of the Nashville and Clarksville offices.* The Health Care Navigator is responsible to provide and/or coordinate SSVF enrolled Veterans' access to and/or use of VA and community health care resources and services. In this role, the Health Care Navigator will be responsible for carefully assessing Veterans' health care status, needs, resources, and barriers; developing and implementing the Veterans' personal action plans; coordinating access and use of health care benefits (VA, private, public) and health care (physical/behavioral) services; coordinating access and use of community social services and resources that are barriers to health/health care; and providing health/healthcare education, support, and coaching. The Health Care Navigator will provide intake and assessment of Veteran eligibility for programs and services and gather required documentation.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Health Care Navigation / Case Management:**

1. Completes a full range of health/health care focused social work/case management activities with homeless and housing vulnerable Veterans and their families:
  - Intake and Assessment
  - Care Planning (develop, monitor, update and revise)
  - Referral, Liaison / Brokering, Education and Advocacy
2. Through direct assistance and support and/or education, linkage, and advocacy, implements with the Veterans their comprehensive Action Plan to secure and/or maintain access to and use of:
  - Health Care Benefits: VA, private insurance, Medicare, TennCare / Medicaid, ACA Benefits, supplemental plans
  - Health Care Coverage: Physical, dental, and behavioral (mental health and addiction)

- Health Care Services: VA, private physicians / clinics, dentists / dental clinics, therapists, indigent care clinics, indigent care pharmacy, hospital and out-patient facilities and programs, home health, hospice, and care givers.
  - Community Health / Health Care Education Services and Resources
  - Community Social Services and Resources: housing, entitlements, public assistance, financial assistance, employment, and legal aid.
3. Provides individual and group education on relevant:
    - Veteran health issues and concerns
    - Health Care Benefits, Systems, and Services
    - Skills Building related to Health Care benefits, systems and services.
  4. Facilitates proactive problem solving and communication between Veterans and their primary care provider(s) and/or health care benefit providers.
  5. Assists in the process of securing and maintaining needed program(s) eligibility documentation for all programs and health care benefits and services.
  6. Facilitates coordination of the Veteran's health care issues within the context of the Veteran's entire Action plan with team, agency and relevant community providers.
  7. Maintains needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes. This includes both agency chart and HMIS.
  8. Processes expense forms and maintain required spreadsheet/tracking databases from VA and agency (i.e. legal services, SSVF temporary financial assistance (TFA) entries at agency and in HMIS).
  9. Maintain work consistent with Department / Team Quality Assurance Standards.

#### **Resource Identification / Outreach:**

1. Identifies, establishes and / or maintains contact with key health / health care services/resources providers.
2. Identifies, establishes and /or maintains contact with key Veteran and social services providers of services that support client long-term permanent housing stability.
3. Provides staff training on available healthcare benefits and resources.

#### **Clerical:**

1. Conducts preliminary screening for SSVF program eligibility which includes gathering and verifying all required personal and financial documentation and verifying for accuracy. Completing and obtaining signatures for program agreement, HMIS release of information and consent for release. Review for SSVF eligibility.

#### **General Duties:**

1. Adheres to Agency and Department policies and procedures.
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor or agency to include assistance with events.

**QUALIFICATIONS:**

BSW or BA from four-year college or university; and one to two years related experience and/or training; or equivalent combination of education and experience. Strong preference for those candidates with experience in the health care profession or those working with homelessness and related social services and resources. Possess valid, current Driver's License.

**OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- Veteran Preferred.
- Comprehensive knowledge of regional Veteran services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients toward success.
- Compassionate, energetic and team focused.

**BENEFITS:**

Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

**HOW TO APPLY:**

A resume and cover letter should be submitted to [jobs@osdtm.org](mailto:jobs@osdtm.org). No phone calls please. Selected candidate must pass a drug test and background check.

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