



Health Care Navigator

Position: Full Time / Regular Non-Exempt

Supervisor: Manager, Supportive Services

SUMMARY: The Health Care Navigator is responsible to provide and/or coordinate 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Health Care Navigation / Case Management:

1. Complete 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, implement 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. Provide 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. Facilitate proactive problem solving and communication between Veterans and their primary care provider(s) and/or health care benefit providers.
 5. Assist in the process of securing and maintaining needed program(s) eligibility documentation for health care benefits and services.
 6. Facilitate 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. Maintain needed documentation of services rendered to include contacts, units, progress notes, assessments, care plans and outcomes. This includes both agency chart and HMIS.
 8. Process 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. Identify, establish and / or maintain contact with key health / health care services/resources providers.
2. Identify, establish and / or maintain contact with key Veteran and social services providers of services that supporting client long-term permanent housing stability.
3. Provide staff training on available healthcare benefits and resources.

General Duties:

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

EDUCATION AND/OR EXPERIENCE:

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 MSW and those candidates with experience housing and homelessness and related social services and resources.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Comprehensive knowledge of regional healthcare services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Compassionate, energetic and team focused.

BENEFITS:

This position is full-time at 40 hours/week. First year, thirty days of PTO including 12 paid holidays. Agency pays 50% of employee health costs including BCBST medical, Delta Dental and VSP. Other benefits provided such as 401k and access to other insurance plans.

HOW TO APPLY:

A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.