



Host Site: Sixteenth Street Community Health Centers

Position Title: Resource Navigator AmeriCorps Member

Department: Social Services

Reports To: Director of Health Education & Community Programs

Summary

Four (4) AmeriCorps members serving as Resource Navigators will enhance the capacity of our Social Services Department to reach more patients and to assist them to access and navigate community-resources and systems to meet their needs related to Social Determinants of Health.

Duties & Responsibilities

1. Complete required trainings for this position
2. Collaborate with Social Services team members to process referrals of patients identifying needs during Universal Screening process
3. Assess patients' needs using Motivational Interviewing skills and assist them with referral process as needed including intricate system navigation.
4. Educate patients about self-advocacy, show them how to research and access resources needed when facing critical life situations.
5. Develop a service plan with patients presenting mid-level needs.
6. Document all patient encounters describing needs, service plan, progress notes, referrals and outcomes in E.H.R.
7. Follow up with patients, via phone call, to remind them of appointments in Social Services.
8. Monitor tasks and respond to provider's communication in E.H.R.
9. Conduct patient satisfaction surveys after patient visit in Social Services Department.
10. Actively participate in activities of the Social Services Department, including but not limited to staff meetings, in-service training and workshops, department problem solving exercises and providing support to coworkers.
11. Recruits and works with volunteers and interns for Universal Screening positions.

Training

Members will receive training on Motivational Interviewing, Customer Service (A.I.D.E.T.), Mandated Reporter, E.H.R. Documentation, HIPAA Emergency Management Plan, OSHA and Communications amongst others.

Qualifications/Skills

The ideal candidates for this position should have experience working with diverse and underserved communities and true desire to help patients improve the quality of their lives. Ability to relate well to people from different socio-economic backgrounds. Bilingual (English and Spanish) is required for these positions. Experience on MS office and computer use preferred. Strong oral, written and electronic communication skills.

Education and/or Experience

Ideal candidates will have studies and/or experience in Public Health, Social Work, Human Services, Case Management, or related areas.