



## Community Health Navigator Mental Health Hub

**FLSA Classification:** Non-Exempt

**Department:** MHH

**Reports to:** Clinical Director

**Rate:** \$20.00-\$23.00/hour

**Date Updated:** 3.7.2023

### Job Description

#### Summary/objective

The Community Health Worker's responsibilities include coordinating care for high-risk, complex clients to access needed health services and complimentary social services. The ideal candidate is someone who likes to work with a team, is familiar with local community resources, and has experience working in a community health setting.

#### Supervisory responsibilities

N/A

#### Essential functions

*Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.*

#### Physical Events:

- Provide support, referrals, and follow-up to clients on caseload.
- Provide psychoeducation as a means of prevention and self-sufficiency.
- Provide basic needs assistance to families including, but not limited to, organizational skills, accessing community support systems and resources, increasing client skills in income and employment areas, and increasing client knowledge of health and nutrition information.
- Identify high-risk patients and refer to psychosocial services.
- Assist clients in accessing county and community health services through help in making medical, dental, or mental health appointments.
- Provide hands-on enrollment assistance and/or assisting patients with forms and applications.
- Collaborate with service providers, community resources, agencies, and providers, and families.

- Make presentations at partner agencies and table at community events.
- Meet all mandated reporting requirements.
- Document all interactions with clients within 24-48 hours for billing/internal communication purposes.
- Complete all paperwork required.
- Carry a caseload of 18-24 cases.

#### **Required Skills/Abilities:**

- Commitment to the provision of primary care services for the underserved with demonstrated ability and sensitivity in working with a variety of people from low-income populations, with diverse educational, lifestyle, ethnic and cultural origins utilizing culturally competent, strength-based strategies.
- Strong organizational, administrative, multi-tasking, prioritization, and problem-solving skills.
- Excellent interpersonal, verbal, and written skills.
- Knowledge and experience providing trauma-informed care.
- Motivational interviewing skills.
- Conduct oneself in internal and external settings in a way that reflects positively on Hanna Center as an organization.
- Work in a team-oriented environment with a number of professionals with different work styles and support needs.
- Ability to work effectively under pressure in a positive friendly manner and to be flexible and adaptive to change.
- Ability to seek direction/approval on essential matters, yet work independently with little onsite supervision, using professional judgment and diplomacy.
- Maintain strict confidentiality with client care.
- Ability to effectively present information to others, including other employees and community partners.
- Dependable in attendance and good time management to complete tasks.
- *Must be bilingual English/Spanish.*

#### **Education and Experience:**

- High school diploma or GED.
- Valid driver's license and access to reliable transportation (mileage is reimbursable) with the ability to be insured.
- Community Health Worker Certificate highly desired.
- One year of work experience in a community health setting.
- Knowledge of or the ability to learn community resources.
- Ability to interact effectively with community agencies and to advocate for clients needing services.
- Comfort with discussing sensitive topics such as sexuality, interpersonal violence, financial issues, and substance abuse.
- Proficient in Microsoft office Word, Excel, Outlook.
- Must clear background check for a Community Care Licensed facility, including physical, tb and drug test, COVID19 Vaccination and booster or medical/religious exemption.
- Must successfully complete: Mandated Child Abuse Reporting, Ethical Standards, and Crossing Boundaries of Employee Conduct.

- Must have a valid CA Driver's License and ability to be insured by Company policy.
- Must be able to demonstrate functionality in most of the core competencies.
- Requires flexibility and the ability to manage time and multiple tasks.

### **Physical Requirements:**

- This position requires the ability to sit, bend, squat, stoop, and walk-up flight of stairs and be able to safely lift 50 pounds and carry 20 pounds. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls. COVID19 Vaccination+ booster or verified religious/medical exemption.
- Must be able to operate a computer, printer, calculator, and telephone communication.

### **Core Competencies**

- Planning and Organizing
- Responsible use of Resources
- Communication/Building Relationships
- Results Driven
- Diversity, Equity, Inclusion and Belonging (DEIB)
- Problem Solving

### **Work environment**

- Typical office environment. Based on business needs, your responsibilities may require offsite meetings, conferences, or training.

### **Affirmative Action/EEO statement**

*Hanna is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.*

### **Other duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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Ready to Apply?

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