

# Division: Clinical

# Department: Clinical

# Position Title: Community Resource Navigator (CRN)

**Report To: Director of Behavioral Health**

**FLSA: Non-exempt**

# Summary

The Community Resource Navigator is a non-exempt position responsible for assisting the underserved populations of the community by providing a range of supportive services designed to promote economic self-sufficiency. The Community Resource Navigator would work to protect the privacy of customers and hold in confidence all information obtained in the course of service. The Community Resource navigator would provide quality professional customer service to all of the individuals within the community served.

# Job Description

The Community Resource Navigator (CRN) functions as a member of the Behavioral Health care team. The CRN is responsible for identifying high risk patients with socio-economic needs that impair their ability to comply with healthcare goals in order need to avoid adverse outcomes- ie. Homelessness, hospital admission/re-admission, food crisis, utility outages. The CRN will provide one-on-one guidance for patients to access health services, social services, SSI/SSDI benefits, or charitable resources in the community according to patient qualification and need. As such, the CRN is expected to become a local expert on the array of community resources and services and maintain positive communication and partnership with other community resource organizations.

# Essential Functions

Must be able to perform the essential functions of the job.

* Determine eligibility of low-income households for all Outreach department programs.
* Design an Action Plan with each program-eligible household and provide relevant resource referrals to promote self-sufficiency.
* Conduct data collection.
* Complete or collect all required program documentation with accuracy, consistency, and compliance.
* Attend relevant community events to support the agency programs; including evening and weekend events or meetings as needed.
* Develop and maintain positive relationships with relevant public and private authorities and service providers.
* Participate in personal and professional development activities, including staff meetings, conferences, training opportunities, as identified and approved by supervisors
* Travel throughout service area as needed.
* Perform other duties as assigned.

## Non-Essential Job Functions

* Attend and participates in staff meetings and in-services as assigned.
* Adhere to and support UHC’s policies, practices and procedures.
* Accept assigned duties in a cooperative manner and perform all other related duties as assigned by Supervisor.
* Work scheduled shifts.

## Knowledge, Skills and Abilities

• Demonstrates understanding of community agencies, services and resources available to clients.

• Requires basic knowledge of medical terminology and a familiarity with various insurance coverage options.

• Requires self-motivation, good organization and time management skills.

• Requires proficient writing skills to clearly describe patient’s level of need and communicate with partner agencies and referral sources

• Requires the ability to establish and maintain effective working relationships with clients/patients, families, staff, medical providers and the public. Must be able to establish a trusting rapport with patients.

• Demonstrates the communication skills (both verbal and written) necessary to interact effectively with diverse populations; also requires the skills needed to communicate in a clear and effective manner.

• Requires good listening and feedback skills, an ability to accurately assess difficult situations and respond accordingly, and a high level of cultural competency

# Working Conditions/Physical Demands

Requires frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling. Ability to communicate verbally, and in writing with an excellent comprehension of the English language. Work is generally performed in an indoor, well-lighted, well-ventilated, heated and air-conditioned environment.

**Required Experience/Education:** Bachelor Degree in Human Services field, Social Work preference.

**Preferred Skills/Education:**

* Bilingual in Spanish-English
* Experience/credentialing in Substance Abuse treatment/prevention (i.e. CSAC)

**Required Training:** NC SOAR program training- will be provided during clinic hours