

**POSITION TITLE:** Healthcare Navigator  
**Hiring Range:** \$36,500 - \$43,800

**Classification:** Full-Time  
**FLSA Status:** Exempt

**SUPERVISED BY:** Lead Case Manager

**Location:** Albuquerque, NM

**SUMMARY:** Healthcare Navigators provide services that include connecting Veterans to VA health care benefits or community health care services when Veterans are not eligible for VA care. They will provide case management and care coordination, health education, interdisciplinary collaboration, coordination, consultation, and administrative duties. The Navigator will work closely with the Veteran's assigned multidisciplinary team, including medical, nursing, administrative specialists, and case management personnel. The Navigator works collaboratively with the team and the Veteran to identify and address systems challenges for enhanced care coordination, as needed. The Healthcare Navigator assists the Veteran in identifying concerns or questions about their treatment or medications to develop open communication with the provider or treatment team. They provide comprehensive case management and care coordination across episodes of care, and may act as a health coach by proactively supporting the Veteran to optimize treatment interventions and outcomes. The Healthcare Navigator will act as a liaison between the organization, the VA or community medical clinic and the Veteran client to resolve complex needs requiring assistance accessing healthcare services or adhering to healthcare plans. The Navigator will conduct assessments of the Veteran in collaboration with the interdisciplinary treatment team, the Veteran, family members, and significant others, to understand the Veteran's situation, potential barriers to care, the causes, and the impact of such barriers on the Veteran's ability to access and maintain health care services. Assessments should highlight the Veteran's strengths, limitations, risk factors, internal/external supports and service needs to optimize the Veteran's ability to access and maintain healthcare services

#### **ESSENTIAL JOB FUNCTIONS:**

- Work closely with the Veteran to assist them in communicating their preferences in care and personal health-related goals to facilitate shared decision making of the Veteran's care
- Serve as a resource for education and support for Veterans and families and helps identify appropriate and credible resources and support tailored to the needs and desires of the Veteran
- Participate in the development of the Veteran's care plan with the assigned case manager, with an emphasis on using community services to address the unique needs of the Veteran
- Regularly review care plan goals with the Veteran; conduct regular non-clinical barrier assessments; and provide resources and referrals needed to support adherence
- Monitor Veteran's progress, maintains comprehensive documentation, and provides information to treatment team members when appropriate

- Help coordinate supportive and additional services with the Veteran. Ensures and links Veterans and caregivers to supportive services, which include, but are not limited to, housing, financial benefits, transportation and other needs
- Act as an advocate for the client, integrating the Veteran's cultural values into their care plan
- Serves as the liaison to the VA and community health programs, and positively represents the organization in contacts with other agencies and the public
- Educate the Veteran and caregiver on available services and assist them in establishing the appropriate referrals based on the Veteran's preference
- Determine the needs, strengths, limitations, and preferences of each Veteran and engage in problem-solving to identify and reduce barriers to care.
- Assist in identifying VA and community resources to prevent disease and promote self-care
- Adhere to ethical principles about confidentiality, informed consent, compliance with relevant laws, and agency policies (e.g., critical incident reporting, HIPPA, Duty to Warn)
- Assist in developing policy, procedures, and practice guidelines related for the program using knowledge gained from research or best practices
- Develop relationships with community leaders, VA staff, and other referral networks
- Conduct outreach and engagement at homeless encampments, shelters, emergency departments, detoxification centers, jails, and other locations to locate & help at-risk and homeless Veterans
- Demonstrate a working knowledge and understanding of client homelessness and apply appropriate risk stratification
- Provide reporting and analysis of clients and outcomes as part of effective performance management reporting
- Apply conflict and crisis mitigation techniques to deescalate difficult clients
- Evening, weekends, and shift-work may be required (with advance notice)
- Perform other related duties as assigned

*Preference given to eligible Veterans and Immediate Veteran Family Members  
VIC is an Equal Opportunity Employer*

<b>Minimum Qualifications</b>	Bachelor's Degree in Social Work, Psychology, Counseling, or other related field
	Three (3) or more years of successful case management experience and/or counseling or care coordination experience for health or mental healthcare
	Formalized training in behavioral health challenges including mental illness, domestic violence, & addictive behaviors
	<i>* Combination of education and experience may be substituted at discretion of hiring authority</i>
<b>Preferred Skills</b>	Master's level social worker or equivalent education and experience is preferred
	Five (5) or more years of documented, successful case management experience working with Veterans, homeless individuals or those suffering from mental illness
	Five (5) or more years of successful outreach and engagement experience with elected officials, community health providers or the Veteran's Administration
	Certification in topics including substance use, mental health and crisis intervention
<b>KNOWLEDGE, SKILLS &amp; ABILITIES</b>	
<b>Client-Focused</b>	<ul style="list-style-type: none"> <li>• Conduct home visits to ensure compliance with programmatic goals and evaluate the need to additional life-skills training or education</li> <li>• Apply sensitivity to all Veterans' individual needs concerning age, developmental requirements, military service and culturally-related factors</li> </ul>
<b>Judgment and Decision Making</b>	<ul style="list-style-type: none"> <li>• Use evidence-based decisions when solving complex problems &amp; concerns</li> <li>• Apply ethical, honest and logical judgment when working with clients, team and community members, including VA Healthcare Administration staff</li> <li>• Appropriately evaluate client needs, risks &amp; develop effective plans to obtaining care</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Collaborates with multidisciplinary team members in a manner that enhances the coordination of comprehensive services for Veteran care</li> <li>• Conducts professional briefs to community partners, elected officials and other supporters to increase the VIC mission and objectives</li> </ul>
<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Ensures work is completed in accordance with grant or contract agreements, and complete timely and accurate reporting as directed</li> <li>• Demonstrates expertise with evidenced-based case management techniques, including harm reduction, crisis intervention and motivational interviewing</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Demonstrate tolerance, patience, flexibility, and the ability to work independently, and as a part of a team, to solve problems and achieve programmatic goals</li> <li>• Manage increased workload and provide support to team members, when needed</li> </ul>
<b>PHYSICAL REQUIREMENTS</b>	
<b>Constant</b>	Communicate with difficult clients and resolve conflict effectively
<b>Frequent</b>	Evaluate multiple data sets to make recommendations on process improvement and trends in service delivery
<b>Frequent</b>	Coordinate & lead teams in intensive outreach to homeless encampments and shelters
<b>Occasional</b>	Work in difficult weather and environments
<b>ADDITIONAL REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Valid US Driver License, Proof of Current Insurance, Use of Reliable POV</li> <li>• Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years</li> </ul>
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
<b>WORKING CONDITIONS</b>	Indoor: 70% - Office environment   Outdoor: 30% - All weather conditions & temps