Custer County, Colorado
Position Description

POSITION TITLE: Health Services Navigator

AGENCY: West Custer County Hospital District (WCCHD)

STATUS: Full-time (40 hours/week)

OVERVIEW: Under the supervision of the WCCHD Board of Directors, assists County residents in accessing community-based resources, healthcare services and wellness programs, guiding the person to manage complex agencies, systems and barriers to health and wellness. **This position is NOT:** A case manager or a go between the individual and resources. This position provides resources and guides individuals to take action themselves. This individual should/can be a trusted member of the community and have a close understanding of the community served. He/she needs to be able to screen the person's physical and emotional needs and help them access appropriate resources to meet these needs. This individual will also coordinate with Custer County Transit in matching resident transportation needs with available drivers and vehicle resources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The WCCHD reserves the right to modify or change the duties or essential functions of this job at any time.

1. Knowledgeable and current on all healthcare services and community resources available within the County..

2. Provides residents and their supports with information about services and resources available to them.

3. Advises individuals regarding qualifying criteria for healthcare or community services and required actions to access these services.

4. Identify and aid individuals to manage barriers preventing access to services.

5. Assists in maintaining various databases and inventories to ensure comprehensive navigation.

6. Attends meetings and events held on behalf of the health and wellness needs of Custer County residents.

7. Provides regular reports to the WCCHD Board, appropriate staff and community partners regarding population needs, local gaps and potential solutions to fill those gaps.

QUALIFICATIONS AND EXPERIENCE:

Education: Preferred: Bachelor's degree in Public Health, Social Work or an equivalent combination of education and experience to successively perform essential duties as listed.

Special training or experience: Thorough knowledge of community resources and social service systems.

Work experience in positions similar or related to this job: A combination of education, training and experience equal to 3 years in community or healthcare services.

REPORTING RELATIONSHIPS:

This position reports to: West Custer County Hospital District Board

SKILLS AND ABILITIES:

1. Ability to read and understand written materials and compose information/instruction in written/oral form as well as coordinate, organize and facilitate in-person and virtual meetings.

2. Ability to maintain schedules, programs and other details and apply effective time management and organization skills. Acknowledge and adhere to WCCHD policies.

3. Ability to apply problem solving skills in developing solutions for unanticipated issues and challenges within parameters of job description.

4. Ability to work with other people considering their needs, personal styles and job requirements including techniques and active listening skills to build rapport with individuals.

5. Ability to de-escalate situations under stressful or confrontational conditions.

6. Ability to use or learn modern office technology and software.

7. Ability to be compassionate, non judgemental, motivating and encouraging.

8. Ability to exercise confidentiality and maintain privacy practices.