

**Job Title: Community Resource Navigator**

**Job Objective:** The Community Resource Navigator helps community members access healthcare and health-impacting resources. Navigators are non-licensed, non-clinical staff who gather information related to economic barriers, healthcare systems concerns, and basic needs (including, but not limited to, food, transportation, and material goods). The Community Resource Navigator uses this collected information to connect community members directly to vetted regional resources and community agencies. Navigators provide support and guidance to help community members access local federally qualified health centers, Medicare or MediCal providers, and other healthcare systems. They address barriers including access to health care, insurance or lack thereof, poor health literacy, transportation and more. The Community Resource Navigator will help individuals and community members adopt healthy behaviors and will support the District's outreach of programs that promote, maintain, and improve individual and community health.

**Duties:**

1. Be prepared to serve community members that do not readily access common community services (homeless, severe mental illnesses, substance use, medically underserved, in need of preventive services, etc.).
2. Connect community members with programs and services by effectively communicating their value and impact.
3. Provide on-site and potential in-home assessments for safety risk, health needs, and barriers to care.
4. Work with community members and connected resource providers to develop service plans and guides that include health management goals.
5. Assist members in overcoming barriers to meeting health goals and update service plans accordingly.
6. Assist members in scheduling appointments and accessing community resources.
7. Arrange for community member transportation to health services appointments.
8. Follow up with members via phone calls, electronically, some occasional home visits, and visits to other settings where members can be found (food pantry, service partner offices).
9. Maintain accurate, quality, timely, and consistent documentation in District database of member activities and interventions.
10. Continuously expand knowledge of community resources, services, and programs available to members and build ongoing relationships with these organizations to advocate for members.
11. As part of the District's outreach efforts this position will support the team by attending community meetings or health fairs to understand community issues or to build relationships with community members.
12. Develop and maintain effective working relationships with other District staff members.
13. All other duties as assigned.

**Qualifications:**

The Programs Coordinator is expected to have good computer literacy skills with Microsoft Office. Knowledge of community, County, State and National resources. Training or experience in community health, social determinants of health, and peer counseling. Understanding of mental illness and addiction and ability to engage with clients who struggle with these issues at all levels. Cultural competency- able to work with diverse groups of community members. A talent for developing strong interpersonal relationship and consensus building is necessary. Sound judgment and the ability to quickly analyze situations. Maintains confidentiality and follows HIPAA standards in safeguarding patient information. Able to maintain clear professional boundaries with members and coworkers. Highly organized and self-motivated to work independently and manage schedules efficiently. Technologically knowledgeable or experienced in note entry systems, smart phones, and laptops.

Ability to lift at least 25 pounds and arrange office chairs and tables.

Bilingual English/Spanish is highly preferred; thus, this position is eligible for bi-lingual add-on pay.

**Organization Culture:** Ability to work independently and/or as a team member. Ability to perform work in a creative, energetic and self-directive manner. Tolerant and able to embrace the ambiguity of an evolving project. As a public entity, our mission and values are community focused.

**Work Hours:** The Community Resource Navigator is full-time position. The organization core operating hours are 9:00 a.m. to 5:00 p.m. Monday through Friday; however, weekend and evening schedules will be needed. Any off-core scheduling will be made known to the employee as soon as is possible, with the expectation of notice being no later than two weeks before any such scheduled event.

**Salary Range and Benefits:** \$20.00 to \$35.00 per hour, non-exempt. This position qualifies for bi-lingual add-on pay, which is three percent (3%) additional pay calculated from the base rate. Health and retirement benefits are available and will be discussed with successful candidates.

**Supervisor:** Wellness Center Administrator

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The terms of my employment have been discussed with me, and I understand the benefits available and the rate of pay ( Hourly/Non exempt \$ \_\_\_\_\_) and through my employment at FRHD.

Employee Signature: \_\_\_\_\_

Start Date: \_\_\_\_\_