



NEIGHBORHOOD NAVIGATOR

(CASE MANAGER I)

DEPARTMENT: Youth, Adult, and Family Wellness
REPORTS TO: Program Manager
CLASSIFICATION: Non-Exempt

OF HOURS: Full-Time, 40 hrs
PAY RATE: \$19.00 - \$20.00 per hour

POSITION PROFILE:

The Neighborhood Navigator (Case Manager) provides intensive case management to individuals with chronic health and behavioral health conditions. Main duties include conducting personal health assessments, guiding individuals in developing personal healthcare plans and goals, and connecting individuals to resources and support in the community, all with the goal of improving overall health outcomes.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Serve as a community-based advocate and resource for health plan members, using knowledge of the community and resources available to engage and assist them in managing their healthcare and social needs.
- Contact eligible Health Homes clients to conduct initial intakes and set up in-person meetings in the most easily accessible setting for members, such as their homes or other community locations.
- Work with clients to perform a Health Risk Assessment and create a Health Action Plan.
- Provide non-clinical paraprofessional duties in the field, including: empowering clients by helping them navigate and maximize their health plan benefits, conducting health promotion and self-management training, monitoring treatment adherence (including medication), scheduling appointments with providers, arranging transportation for healthcare visits, getting prescriptions filled, and following up with clients on missed appointments.
- Engage clients with motivational interviewing and trauma-informed care practices.
- Assist clients in accessing social services such as community-based resources for housing, food, employment, etc.
- Conduct ongoing or telephonic and/or in person outreach visits with clients as needed.
- Guide clients to maintain Medicaid eligibility and other financial resources as appropriate.
- Advocate on behalf of clients with health care professionals and work with medical facility/hospital staff to ensure smooth and well supported transitions in care.

QUALIFICATIONS (Education, Experience and Certifications):

- High School Diploma or Equivalent required.
- Bilingual in English and Spanish required.



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- Minimum of one year of experience providing case management/case work services to underserved or special needs populations with varied and complex health, behavioral health, economic and educational circumstances.
- Personal experience living or working in community to be served, including awareness of available resources, community conditions, barriers, and assets.
- Experience working in a health care setting preferred.
- Access to reliable transportation and willing to use it for job-related tasks.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge and experience working with minority populations.
- Possess and maintain positive and supportive relationships with coworkers
- Be able to maintain accurate knowledge about the agency, its programs and service.
- Accurately represent the agency to and maintain positive working relationships with the general public, clients, funding sources, government bodies, etc.
- Communicate positive and negative feedback from the community through your supervisor to management.
- Utilize appropriate opportunities to pursue positive public relations for the agency.

WORKING CONDITIONS:

ENVIRONMENT: Office and occasional off-site functions. Typically an office environment with adequate lighting and ventilation and a normal range of temperature and noise level. SAY San Diego is continuing to monitor state and federal guidelines related to COVID. At the time of hire, the position may require temporary telework.

PHYSICAL REQUIREMENTS: While performing the duties of this job, the employee is regularly required to sit, use hands and arms to perform repetitive motions. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus. Moderate dexterity application of basic skills (calculator, keyboard, hand eye coordination, etc.).

MENTAL: Must be able to relate well to all people of the community regardless of color, national origin, religion, sex, pregnancy, age, marital status, veteran status, sexual orientation, disability or socio-economic level. Must be emotionally mature, stable, tactful and be able to provide professional leadership.

The Job Description is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.