

Community Action Partnership of Oregon (CAPO) Hiring Announcement



Supportive Services for Veterans Families (SSVF) Health Care Navigator

Job Type: Full-time (40 hours per week)

Pay Range: \$25.00 - \$28.00 hourly plus excellent benefits

Job Description

The Supportive Services for Veteran Families (SSVF) Health Care Navigator (HCN) works directly with Veterans and their health care teams across the state providing services that connect Veterans to Veterans Administration (VA) health care benefits or community health care services when Veterans are not eligible for VA care. The HCN provides case management, supportive services, health education and care coordination working closely with the Veteran's primary care provider and members of the Veteran's assigned multidisciplinary treatment team with a goal of supporting the Veterans participation in their Health Care Plan. The HCN acts a liaison between the SSVF Program and the VA or community health provider and works with Veterans with complex needs who require assistance accessing health care services and/or adhering to ongoing health care plans. The HCN's emphasis is on supporting communication between Veterans and providers and providing connection to community services, outreach and referrals most appropriate for the individual Veteran to support their Health Care Plan.

The HCN is vital to the success of assisting veterans and their families become stable members of the community and will contribute to the overall success of CAPO's mission of improving the lives of people by combating the conditions of poverty.

The Health Care Navigator is a new position created by the Dept. of Veterans Affairs and will serve Veterans statewide. The Health Care Navigator will participate in mandatory, online trainings presented by the Dept. of Veterans Affairs in the month of October 2020 and will participate in an ongoing Community of Practice with Health Care Navigators from around the country.

**Due to Covid-19 related restrictions, the HCN position will provide services remotely. Statewide travel will be required when Covid-19 restrictions are lifted. **

Job Duties and Tasks

- Conduct initial assessment in collaboration with the interdisciplinary treatment team to best understand the Veteran's situation and barriers to accessing and maintaining health care services. The HCN considers the needs, strengths, limitations, and cultural preferences of each Veteran and engages in individual and community based problem-solving to identify and reduce barriers to care.
- Ensure ongoing reassessment of the Veteran's health care needs. The HCN is responsible for educating the Veteran and caregiver of the available services and assisting them in establishing the appropriate referrals based on the Veteran's preference.
- Monitor Veteran's progress and assist the Veteran in identifying methods to monitor progress toward meeting health goals and provide ongoing support and follow up. The HCN is required to maintain comprehensive documentation and provide information to treatment team members when appropriate.

- Communicate with and effectively utilize community agencies to facilitate continuity of care by coordinating referrals to VA, community health clinics, and other programs needed to ensure access to health care. The HCN follows the care plan to facilitate adherence and collaborates with community providers to maximize the use of VA and community resources.
- Provide relevant referrals to agencies and serve providers based upon the goals and objectives mutually agreed upon with the participant. Advocate for participants with agencies and service providers to minimize barriers to participants receiving needed services. Follow up with referrals to ensure that participants receive and access necessary services in a timely manner.
- Provide comprehensive case management and supportive services to Veterans which include, but are not limited to, housing, financial benefits, transportation, legal assistance, alcohol/drug and mental health provider, job skills training providers, income stabilization and support providers, and benefits providers.
- Provide education and support for Veterans and their families helping to identify appropriate and resources and support specific to individual Veterans wishes.
- Participate effectively in team meetings, case conferences, and related activities. Collaborates with multidisciplinary team members in a manner that enhances the coordination of comprehensive Veteran care.
- Maintain a working understanding of the readjustment issues for veterans including housing barriers; post-traumatic stress disorder; traumatic brain injury, alcohol and other drug dependency, and other mental health issues.
- Complete all logs, timesheets, reports and other documentation as required by CAPO and the Veteran's Administration. Maintain statistical information for each individual/family on a weekly basis. Enter all data into Homeless Management Information System (HMIS).
- Consult with SSVF Project Coordinator and/or Training and Technical Assistance Coordinator as needed.
- Maintain a professional relationship with participant's and conduct all business-related activities according to program policy and standards relevant to the case management field.
- Work with and maintain compliance with CAPO and Veteran's Affairs training requirements.
- Work with SSVF Project Coordinator to meet job responsibilities.
- Perform other duties as assigned.

Qualifications and Education Requirements

- At least five years of experience in health care and/or social services-related field working with an at-risk/vulnerable population. Experience working with veterans is preferred.
- Master's level social worker or equivalent education and experience is preferred.
- Excellent interpersonal skills and ability to positively and actively engage with diverse populations
- Strong independent judgment, critical thinking and problem-solving skills.
- Understanding of the SSVF service mission and style of service delivery
- The employee's relationship with supervisors, co-workers, patients, visitors, and the general public is consistently courteous and cooperative and contributes to the effective operation of the program. Any failure in this area is limited, minor, and has no significant adverse impact on the Service.

Other requirements

- Adheres to ethical and organizational standards regarding confidentiality, informed consent, compliance with relevant laws, and agency policies (e.g., critical incident reporting, HIPPA, Duty to Warn).
- A signed confidentiality agreement will be required.
- Participate effectively in team meetings, case conferences and related activities.
- Commitment to serving diverse communities
- Complies with all CAPO Personnel Policies as stated in the CAPO Personnel Handbook.
- Driving a personal vehicle will be necessary and require a valid Driver's License and to carry auto liability insurance with a minimum of \$300,000 liability coverage.
- Must be able to carry up to 40 pounds
- Must be able to meet with SSVF clients in their homes and in the community, including locations where staff may be exposed to cigarette smoke, animals, less sanitary conditions

REPORTING RELATIONSHIPS:

The SSVF Program Coordinator provides supervision and guidance to the HCN who functions independently day to day exercising initiative and judgment in regular activities. The HCN will seek consultation with the supervisor as appropriate and receive task supervision and assignments from the SSVF Program Coordinator.

CAPO believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this job description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or CAPO, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.

Please send your resume and cover letter explaining why you are the best fit for this position to:

Tiffany Tucker, Office Coordinator ttucker@caporegon.org

CAPO is an Equal Opportunity Employer and does not discriminate against any employee or qualified applicant for employment because of age, religion, race, creed, color, sex, citizenship status, marital status, national origin, gender, sexual orientation, pregnancy, uniformed services (U.S. Armed Forces or National Guard), covered veteran or qualified disability status, or any other status protected by applicable law. To request reasonable accommodations, contact the CAPO office at 503-316-3951.