



Job Announcement

Posted: 08/27/2021

Healthcare Navigator-SSVF

ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!

Job Title:	Healthcare Navigator (non-exempt)
Job Hours:	Full Time (40 hours)
Salary:	\$49,584. To \$58,344. Annually, DOE.
Benefits Offered:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Healthcare Navigator-Support Services for Veteran Families (SSVF) works directly with Veterans and their families in applying to receive services through ACCESS with short-term and long-term solutions. This position works collaboratively with a multi-disciplinary team that assists participants in navigating through complex resources and processes to obtain/sustain housing. The Healthcare Navigator provides services that include connecting Veterans to health care benefits. SSVF health care navigators provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties. SSVF Healthcare Navigators work closely with the Veteran's primary care provider and members of the Veteran's assigned interdisciplinary treatment team.

Position Duties & Responsibilities

- Conducts assessments of the Veteran in collaboration with the interdisciplinary treatment team, the purpose of the assessment is to understand the Veteran's situation, potential barriers to care, the causes, and the impact of such barriers. The assessment should highlight the Veteran's strengths, limitations, risk factors, and internal/external supports and service needs to optimize the Veteran's ability to access and maintain health care services.
- The SSVF Health Care Navigator serves 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, provide support to staff in case management, peer support and outreach to ensure participants receive a high quality of assistance.
- Provide support through positive social interaction with participants in a one-on-one setting in order to build mutual trust and build positive relationships.
- Refer participants to other ACCESS programs and external resources as appropriate.
- This position participates in expanding the knowledge related to health care navigators and the Veteran population. The health care navigator identifies systemic barriers within the organization, communicates with organizational leadership about these barriers, and works collaboratively to find viable solutions.
- The health care navigator assists in developing policy, procedures, and practice guidelines related to the specialty program using knowledge gained from research or best practices



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Position Requirements

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- 2 years of applicable experience in social work.
- Ability to interact effectively with a variety of individuals and groups from varying educational, ethnic, and socioeconomic backgrounds to include listening, sensitivity to the other's feelings, needs, point of view, tact and courtesy in expressing opinions or ideas.
- Excellent computer skills including proficiency in software programs including but not limited to Microsoft Office products and web-based applications.
- Ability to work flexible hours, and at times in poor weather.
- Demonstrated ability to work effectively with customers and co-workers, sustain participant and interdepartmental confidentiality.
- Must be able to multitask in a variety of areas.
- This position is required to have a work issued cell phone (in lieu of a cell phone other similar options are available per the agency Cell Phone Election Form).
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

Preferred Requirements

- Master's degree in social work.

ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

Apply by Submitting Application, Cover Letter, & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information