



Job Description

Job Title: Resource Navigator
Location: Remote
FLSA Status: Full Time, Temporary Non-Exempt
Classification: Administrative Support Worker
Department: Community Outreach Services **Program/Contract:** Case Management
Reports to: Resource Navigator Supervisor
Supervisory Responsibilities: Yes No

Summary: Under the supervision of the Supervising Resource Navigator, performs remote/field work in support of COVID-19 contact tracing, with alternative work schedules and/or compressed work weeks. Conducts COVID-19 interviews around resource needs using a trauma-informed, culturally respectful approach that builds trust and facilitates the free sharing of information. Connects client with identified resources. Elevates complex cases to Resource Navigator Supervisors. Follows all scripts, policies and procedures provided through training and complies with appropriate handling of confidential information related to case interviews and contacts. All work is conducted in a confidential manner. This is a full-time, temporary position.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Conducts telephone calls with persons diagnosed with COVID-19 and those identified as close contacts to assess resource needs for self-isolation and quarantine.
- Identify common needs amongst COVID-19 patients and search for local solutions. This could include access to GetFood, mental health services, legal or financial counseling, and other community programs helping patients in need and/or people in isolation or quarantine.
- Connects client with needed resources through various platforms.
- Communicates with cases and contacts in a professional and empathetic manner.
- Collects and records information obtained from the resource interview and gathering into the data systems in accordance with standard operating procedures.
- Follows approved scripts and protocols, provides cases and contacts with vetted information about local community resources.
- Elevates complex cases to Resource Navigator Supervisors.
- Maintains daily communication with assigned Supervising Resource Navigator.
- Protects and maintains individuals' privacy and confidentiality.
- Manages assigned caseload and ensures prompt and accurate data entry and follow-ups with cases and/or contacts and escalates cases to supervisor, as appropriate.
- Recognizes, documents and alerts the supervisor of trends in customer calls.
- Checks records for accuracy of information and for conformity with established policies and procedures.

- Effectively communicates and demonstrates the System's acknowledgment and awareness of diverse health-related needs and concerns to patient, family members, caregivers, staff and the community.

Position Type and Expected Hours of Work:

Flexible Schedule. Call center operating hours (9AM-9PM) seven days per week.

Working conditions and physical demands required:

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Qualifications

Education and/or experience required:

- Two years of coursework or equivalent experience in social or human services or related fields (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field)
- Familiarity with and experience working in New York City health systems or social/human services.
- Candidates preferred to have experience working with community resources and social services in different parts of New York City that can inform connecting patients with COVID and their families to local resources. (Please indicate what location on your application)
- Have a demonstrated commitment to supporting communities
- Ability to utilize technology in daily work; experience with web-based applications
- New York City Resident preferred and familiarity with New York City neighborhoods, communities, and boroughs required

Skills, Licenses, and/or competencies required:

- Bilingual a plus
- Excellent interpersonal skills and ability to interact professionally with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress.
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Ability to exhibit a professional, positive attitude and work ethic
- Ability to show empathy and be nonjudgmental toward distressed individuals
- Strong computer proficiency using standard office software programs required, in particular Microsoft Office