



Job Description

Job Title: Resource Navigator Supervisor
Location: Remote
FLSA Status: Full Time, Temporary Exempt
Classification: Professional
Department: Community Outreach Services **Program/Contract:** Case Management
Reports to: Director of Special Projects
Supervisory Responsibilities: Yes No

Summary: Performs remote work in support of the Citywide COVID-19 response related to oversight, support, and trainings for connecting New Yorkers with the resources they need to safely isolate or quarantine, with alternative work schedules and/or compressed work weeks. Supervises Resource Navigators conducting COVID-19 resource interviews, including assessing case and contacts for services in support of isolation/quarantine and connecting them with identified resource needs. Ensures that Resource Navigators follow all scripts, policies and procedures provided through training. Ensures compliance with training regarding handling of confidential information and periodically evaluates and provides training to Resource Navigators. This is a full-time, temporary position.

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

- Oversees, trains, and supports the work of Resource Navigators engaged in interviews assessing resource needs and linkage to services. Maintains daily communication with their Resource Navigators, as assigned.
- Provides guidance to Resource Navigators to ensure that resource interview activities are conducted, according to applicable protocols, policies and procedures; provides ongoing refresher trainings and in a confidential manner.
- Conducts case reviews with Resource Navigators to ensure comprehensive and high-quality interviews, when necessary.
- Establishes schedules and check-ins with Resource Navigators and ensures appropriate monitoring of attendance and performance, including use of electronic monitoring methods, such as messenger and email.
- Deep understanding and knowledge of local community services and resources
- Identify common needs amongst COVID-19 patients and search for local solutions. This could include food banks, mental health services, visiting nurses, and other community programs helping patients in need and/or people in isolation or quarantine
- Connections and collaborations with local CBOs to collect vetted resources and services and disseminate to resource navigators

- Conducts routine quality assurance monitoring to ensure that data are appropriately collected and entered into the data system; troubleshoots and follows-up on data errors.
- Provides leadership with ongoing feedback on protocols, data collection instruments and systems to enhance their effectiveness and efficiency in meeting quality objectives.
- Collaborates with the appropriate NYC H + H and other City agencies to ensure updated resource lists are used during interviews, including information on referrals to social and health services.
- Ensures the effective communication and demonstration of the System's acknowledgment and awareness of diverse health-related needs and concerns to patient, family members, caregivers, staff and the community.
- Analyzes trends in case details, recognizes case issues, proposes solutions and appropriately escalates to management.
- Protects and maintains individuals' privacy and confidentiality.

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.

- Access to wireless INTERNET required at the location the Resource Navigator will be remotely conducting their work.

Qualifications

Education and/or experience required:

- Master's degree or six years of experience in social or human services or related field (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field)
- Leadership and managerial experiences in a New York City community-based or social/health services organization preferred
- Familiarity with and experience working in New York City health systems, social services or care/case management preferred
- 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)
- Demonstrated commitment to supporting communities

Skills, Licenses, and/or competencies *required*:

- Licensed in social work, mental health counseling, or related field preferred
- Bilingual a plus
- Ability to exhibit a professional, positive attitude and work ethic
- 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.
- Ability to show empathy and be nonjudgmental toward distressed individuals

- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Strong computer proficiency required using standard office software programs, in particular Microsoft Office, and web-based applications