



Women Organized to Respond to Life-threatening Diseases

JOB DESCRIPTION

Community Service Navigator

FLSA Status: Non-Exempt

Division:	WORLD
Department:	WORLD
Supervisor Title:	Molly Roberts, Program Coordinator
Prepared By:	Denise Jones, Operations Manager
Created/Last Revision Date:	September 29, 2021
Approved By:	Denise Jones, Operations Manager Ingrid Floyd Interim Executive Director

The Community Service Navigator is responsible for projecting and integrating the Mission and Core Values of WORLD and the AIDS Healthcare Foundation (AHF) within and outside of the organization. The Community Service Navigator will be responsible for assisting with the engagement, education, and vaccine navigation components of the HRSA Local Community-Based Workforce to Increase COVID-19 Vaccine Access.

Essential Duties & Responsibilities

Includes the following. Other duties may be assigned.

Community Service Navigator:

- Initiate and maintains regular contact with community members who are in need of referrals for support services
- Actively link and guide community members with information and strategies on how to access COVID-19 vaccine services and other needed services (i.e. housing, counseling, medical, etc.)
- Assists client to navigate the medical care system and schedules client doctors' appointments when necessary
- Aid with vaccine scheduling, including sending reminder texts and providing transportation assistance if needed
- Provide follow-up services to community members ensuring they are in care and attending all necessary appointments
- Assist other project staff in linking patients to resources related to COVID-19 vaccine access and treatment
- Work with program personnel providing information on, identifying and addressing barriers to accessing services COVID-19 vaccine services

- Maintains concise documentation and program notes in the client records according to departmental standards using a computerized information system
- Maintains the programs resource directory to assist with ease of referrals

Participation in Meetings/Committees

- Attends meetings as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and /or Experience

Associate (A.A) or Bachelor's degree (B.A.) in public health from a four -year college or university, or other Health Care Administration and Operations related field and /or two to four years related experience and /or training, preferable in non-profit and /or health care environment or equivalent combination of education and experience. Experience in working human services provision at community agencies, healthcare settings, and functional knowledge related to COVID-19 as well as HIV/AIDS is plus. Familiarity with service options available to support and empowerment patients. Knowledge of harm reduction, healthy coping, and steps for networking with providing preferred. Knowledge of criminal justice systems, abuse, and mental health is preferred. Bilingual preferred but not required.

Computer/Software Skills & Abilities

- To perform this job successfully, an individual should have intermediate knowledge of Microsoft Word, Excel, Outlook, Power Point and Adobe Acrobat Reader.
- Knowledge and expertise with web-based applications like Google and other search engines
- Conducts professional use of company e-mail.

Language Skills

Ability to effectively communicate with clients, medical professionals, and coworkers. Fluency in Spanish is a plus.

Mathematical Skills

Basic Skills: Ability to add, subtracts, multiply and divide in all units of measure, using whole numbers, common fractions and decimal.

Reasoning Ability

Ability to interpret an extensive variety of technical in mathematical or diagram form and deal with several abstracts and concrete variable. Individual must be self-motivated and able to work able to work independently as well as a team.

Other Skills & Abilities/Qualifications

- Sensitivity to issues surrounding HIV and AIDS and COVID-19

- Ability to work as a team player.
- Strong attention to details
- Excellent interpersonal skills
- Able to work independently and follow established protocols
- Ability to work with diverse populations
- Sensitivity to multi-cultural and lifestyle issues
- Strong organization/ prioritizing skills in rapidly changing environment
- Must be available to work on weekday, evenings, and weekends including late hours.
- Must be able to drive to different outreach sites
- Must be able to maintain confidentiality
- Skills presenting services offered at WORLD to partnering organizations

Certificates, Licenses and Registrations

- N/A

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACTIVITY	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		*		
Walk		*		
Sit			*	
Use hands to finger, handle, or feel				*
Reach with hands and arms		*		
Climb or balance	*			
Stoop, kneel, crouch or crawl		*		

LIFTING/CARRYING	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		*		
Up to 25 pounds		*		
Up to 50 pounds	*			
Up to 100 pounds	*			
More than 100 pounds	*			

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Fumes or airborne particles	*			
Toxic or caustic chemicals	*			

Outdoor weather conditions	*			
Risk of electrical shock	*			

Employee's Acknowledgement

I have read the job description and agree to its contents. I acknowledge that other duties may be requested of me that are not specifically stated here. I agree to perform these duties as directed by my immediate supervisor(s), and when called upon. I also agree to assist in the formulation of a revised job description should the need arise in the opinion of my supervisor(s) and/or the Director of Human Resources.

Employee Signature	Date
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