



Job Description

TITLE: Lead Navigator (<i>Grant-Funded</i>)	3849
DEPARTMENT: Behavioral Health & Social Services Department	FLSA: Non-Exempt
PREPARED: May 22, 2023	FLSA CLASS: Professional
UPDATED:	LOCATION: Farmington, NM

REMOTE WORK ELIGIBLE:

Summary: Under general supervision, leads the Navigator team at the Mental Wellness Resource Center (MWRC) to connect clients to community resources; coordinates case management service planning; and coordinates development of policies and procedures related to connections. Must become subject matter expert in community agencies, resources, and systems. The Lead Navigator must possess excellent written and oral communication skills.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Lead Navigator team in conducting client intake process, interviewing clients, determining priority of needs, facilitating connections, educating clients, collaborating with agencies, and follow up on client connections, as needed.
- Prioritize caseloads and facilitate coordinated case management with resource agencies to create client-driven plan of support, program compliance, and wellness goals, including setting appointments to mental health and substance abuse treatments, assessments, and follow-ups, assistance in finding housing, medical enrollment (if eligible), connection to Comprehensive Community Support agencies, assistance obtaining ID's or birth certificate, and assistance making transportation plans.
- Provide advocacy to clients and their family to overcome barriers as it relates to connections and navigating systems.
- In coordination with department leadership, conduct periodic site visits to community resource agencies to maintain collaborative relationships and maintain accurate and current agency profiles and capacity. Oversee the monthly maintenance of the Resource Directory and develop or amend workflows specific to agency requirements.
- In coordination with department leadership, create and maintain collaborative relationships with Navajo Nation agencies and resource network; assist in connections to culturally appropriate options.
- In coordination with department leadership, identify training needs and opportunities that improve the connection process and case management activities.
- Lead Navigator staff in maintaining accurate client records, maintaining client database related to connections, and conduct periodic audit of case files.
- Prepare internal and external reports in a timely manner, prepare spreadsheets tracking statistics specific to the BHIZ program, including recidivism and training statistics.
- Collaborate with Grant Manager in reporting the tracked statistics and data.
- Handle sensitive and confidential data and ensure the quality and integrity of all information produced. Follow HIPAA Privacy and Security Policy and Procedures.
- Provide occasional transportation for clients when no other transportation options are available, coordinate and obtain approval from director.
- Perform other duties as assigned.

Required Knowledge, Skills, and Abilities:

- Knowledge of community resources or how to find needed resources.
- Knowledge of Navajo cultural practices and beliefs.
- Knowledge of Medicare, Medicaid, and other health care coverage programs.

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- Knowledge of County policies and procedures.
- Skill in providing navigation or case management services to an at-risk population.
- Skill in reading and interpreting documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Skill in maintaining records and preparing reports and correspondence.
- Skill in solving practical problems and in dealing with stressful situations.
- Skill in interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Skill in establishing and maintaining effective working relationships with elected officials, County staff, and the general public.
- Strong customer service skills.
- Ability to interact with the public from various backgrounds and levels of need.
- Ability to respond effectively to the most sensitive inquiries or complaints.
- Ability to collaborate with clients with sensitivity and dignity in respect to cultural, ethnic, religious, and social system differences.
- Ability to handle sensitive and confidential data, evidence, and/or material; ensure the quality and integrity of all evidence and/or material handled.
- Skill in the use of a personal computer and standard business software.

Education and Experience:

- Associate degree in a human service field and minimum of three (3) years of relevant work experience; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Must have CPSW certification and successfully complete CCSS training.
- Lived experience in either substance abuse or mental health recovery.
- Must pass a comprehensive criminal background check.
- Valid State of New Mexico driver's license with a good driving record or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment or out in the community as required; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May encounter clients who are mentally challenged or may be under the influence of substances.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.
- Can safely operate County vehicles.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____