

**Job Title:** Healthcare Navigator      **Classification:** Regular, Full Time  
**Department:** Roads Home      **Reports to:** Program Manager

### **Company Overview**

For more than 50 years, Berkeley Food & Housing Project (BFHP) has provided a comprehensive range of housing, food, and support services to help those in need move from homelessness into a safe and affordable home of their own. We serve in six counties in the bay area - Alameda County, Contra Costa County, Solano County, Sacramento County, San Joaquin County and Amador County. We are proud of our team members who are very dedicated in our mission *to ease and end the crisis of homelessness in our communities.*

### **Program Overview**

A Pathway to Housing for Homeless Veterans – join a team that assists Veteran families experiencing homelessness to attain housing placement and housing stability. BFHP is expanding on our successful Supportive Services for Veteran Families (SSVF) Roads Home program to connect very low-income homeless individuals and families with permanent housing. The program provides street and venue based outreach, case management, permanent housing placement, temporary financial assistance, employment assistance, and assistance in obtaining VA and other benefits. The program will work with all participants to develop and carry out action plans that improve their health and wellness.

### **Position Summary**

In collaboration with SSVF Program Leadership, the Healthcare Navigator position provides services that include connecting Veterans to VA health care benefits or community health care services where Veterans are not eligible for VA care. This position provides 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.

### **Essential Duties and Responsibilities**

- Act as a liaison between the SSVF grantee, the VA, community medical clinic, and other healthcare providers
- Coordinate the access of healthcare for Veterans with complex needs, and who require assistance accessing health care services or adhering to health care plans.
- Work closely with the Veteran’s assigned multidisciplinary team, including medical, mental health, behavioral, and case management personnel.
- Work within SSVF team to provide timely, appropriate, client-centered care in an equitable manner.
- Work collaboratively with the healthcare team and Veteran to identify and address system challenges for enhanced care coordination, as needed..

### **Qualifications, Skills and Abilities**



- Master Degree in Social Work or similar field.
- 2-3 years' experience in the field of health care.
- Experience with homeless and low income individuals and individuals with mental health or substance abuse issues.
- Proficient computer skills, including Microsoft Office Suite (Outlook, Word and Excel)
- Proficiency in Microsoft Office, email, internet, and calendaring applications.
- Excellent verbal and written communication skills.
- Good conflict resolution skills. · Excellent interpersonal skills with a can do and flexible attitude.
- Ability to work with minimal supervision, multitask, maintain confidentiality, and meet deadlines.
- Ability to maintain professional conduct, attitude and appearance at all times.

#### **Special Requirements**

- Must have a valid driver's license, reliable personal vehicle and clean DMV record.
- Must be able to obtain background check clearance.
- Must be able to lift or move up to 50 lbs.

We are extremely proud of our diverse team and welcome all qualified applicants regardless of race, color, religion, age, sex, language, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Job Type: Full-time

Pay: \$68,000 - \$70,000

***I have received a copy of my job description and understand all of my responsibilities.***

Staff Signature \_\_\_\_\_

Date \_\_\_\_\_