

## Job Description Behavioral Health Navigator

Reports To: Director of Clinical Services, LCSW

### **Job Description**

The Behavioral Patient Navigator [BHN] is healthcare extender that guides patients through and around barriers in the complex healthcare system. As a health professional BHN will provide support to overcome obstacles faced in accessing or receiving services needed to maintain well-being & independence

BHN will provides practical support services to older adults with complex medical and mental health conditions, frail seniors, and/or seniors facing homelessness. Main function of this position is to facilitate patient's access to services that will increase better health outcomes.

**JOB SUMMARY:** The BHN will work with a multidisciplinary team (RN, MD, MSWs and or LCSWs) to support patients and address the social determinants that impact the patients' health by linking the patient with resources (housing, transportation, healthcare).

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Provide supportive services in patients' place of residence.
- Advocate for patients by meeting patients in various settings: medical offices, specialists, hospitals and patients' homes.
- Assist with developing patient care plans that reflect individual patients' needs and connect patients to appropriate resources as developed by Case Manager's treatment plan
- Assist with coordinating patient care, e.g. transportation arrangements, medical appointment reminders, referrals, and preventive care education and/or follow-up care adherence.
- Work with patients facing homelessness, substance abuse, mental health issues, and/or complex chronic medical conditions.
- Make arrangements/appointments for medical care issues, transportation to appointments as well as accompany clients to appointments.

### **REQUIRED QUALIFICATIONS:**

- BSW preferred
- Associated degree in Social Services or 3-5 years of related experience
- Work experience in community based health care service capacity.
- Excellent Communication Skills
- Ability to manage multiple tasks
- Proficient in Microsoft Office Suit
- Bilingual preferred