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 provide 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