



Health Resources Navigator

PA 211 East is seeking a high performing Health Resources Navigator to join our collaborative team for the purpose of providing Closed Loop Community Resource Navigation Services related to Social Determinates of Health and Health Equity Projects. The Health Resources Navigator will demonstrate a person-centered approach and excellent customer service skills to provide timely and accurate information to individuals seeking resources related to medical access/affordability, transportation, food insecurity, housing insecurity/homelessness, financial strain, clothing, utilities, employment, and childcare. The Health Resources Navigator will be responsible to managing inbound and outgoing calls and text messages while ensuring all relevant data entry is complete and accurate.

Reports to: Director, 211 East

Goals:

- 1) Provide a person-centered approach to community navigation services to individuals seeking resources related to Social Determinants of Health
- 2) Assist individuals and families in prevention and diversion strategies to resolve basic needs crises by providing support, service navigation, resources, and goal planning
- 3) Perform regularly scheduled outreach and follow-up to determine service access, enrollment, and outcomes
- 4) Develop a thorough working knowledge of all data entry, referral, and reporting systems in order to support individual requests and ensure accurate reporting
- 5) Collaborate with team of Resource Navigators with the support of the PA 211 Social Determinants of Health Project Manager, regional 211 leaders, and program partners to ensure program integrity

Key Responsibilities:

- Perform intake, assessment, eligibility determination, goal planning, referrals, and follow-up as appropriate for each assigned customer
- Assess client need, current situation, and evaluate client eligibility using pre-determined screening criteria.
- Ensure timely follow-up to customer outreach and requests for all customers
- Manage contacts to the standards identified by internal metrics and national standards.
- Communicate with customers through multidimensional platforms including telephone and text messaging
- Acquire knowledge of services and resources within the community in order to make appropriate referrals and provide data entry into the 211 resource database
- Maintain high standards of professionalism including a commitment to protecting client confidentiality
- Coach callers to identify needs beyond those presented
- Participate in ongoing training and development as identified by supervisors and partners
- Maintain records, data, and documentation in accordance with contractual reporting requirements and quality assurance reports

Minimum Requirements:

- Bachelor's degree in social work, human services, or related field or equivalent combination of education, training, and experience required.



- Minimum of two years of experience in health or human services, social work, or related non-profit organization is required
- Excellent verbal and written communication skills
- Ability to work well within a team environment and independently
- Demonstrated basic computer skills including word-processing and databases
- Knowledge of social service delivery systems

Qualifications:

- Manage time to adhere to the responsibilities of the position
- Outstanding customer service skills
- Ability to demonstrate empathy and patience
- Demonstrated ability to work with multiple technologies
- Excellent organizational skills including tracking and communicating with multiple customers
- Demonstrated ability to work well independently and as part of a team
- PA State Police background clearance and PA Child Abuse History clearance will be required upon hire
- Special consideration given to applicants who are bilingual

This is a 40-hour per week, full-time position. Days and hours of work are generally Monday through Friday, between the hours of 8:00 a.m. to 8:00 p.m. Some occasional nontraditional hours may be needed. This position is non-exempt under the FLSA.

Salary and Benefits:

PA 211 East offers a competitive benefits package which includes health care, vision, dental insurance, paid time off, and a retirement plan.

The starting rate for this position is \$50,000-\$55,000.