

## Job Posting

May 27, 2020

### POSITION

Resource Navigator

### EMPLOYMENT TYPE

Regular FT – 35 hours/week

Temporary

### SALARY

Commensurate with experience and education

### REPORTS TO

Supervising Resource Navigator

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Under the supervision of the Supervising Resource Navigator, performs remote/field work in support of COVID-19 contact tracing, with alternative work schedules and/or compressed work weeks. Conducts COVID-19 interviews around resource needs using a trauma-informed, culturally respectful approach that builds trust and facilitates the free sharing of information. Connects client with identified resources. Elevates complex cases to Resource Navigator Supervisors. Follows all scripts, policies and procedures provided through training and complies with appropriate handling of confidential information related to case interviews and contacts. All work is conducted in a confidential manner. This is a full-time, temporary position. Call center operating hours are initially planned as (9AM-9PM) seven days per week. These are full-time roles and are expected to include shift work.

- Coordinates services and activities to provide program participants with necessary tools to sustain their housing and prevent homelessness.
- Conducts telephone calls with persons diagnosed with COVID-19 and those identified as close contacts to assess resource needs for self-isolation and quarantine.
- Identify common needs amongst COVID-19 patients and search for local solutions. This could include access to GetFood, mental health services, legal or financial counseling, and other community programs helping patients in need and/or people in isolation or quarantine.
- Connects client with needed resources through various platforms.
- Communicates with cases and contacts in a professional and empathetic manner.
- Collects and records information obtained from the resource interview and gathering into the data systems in accordance with standard operating procedures.
- Follows approved scripts and protocols, provides cases and contacts with vetted information about local community resources.
- Elevates complex cases to Resource Navigator Supervisors.
- Maintains daily communication with assigned Supervising Resource Navigator.
- Protects and maintains individuals' privacy and confidentiality.
- Manages assigned caseload and ensures prompt and accurate data entry and follow-ups with cases and/or contacts and escalates cases to supervisor, as appropriate.
- Recognizes, documents and alerts the supervisor of trends in customer calls.
- Checks records for accuracy of information and for conformity with established policies and procedures.
- Effectively communicates and demonstrates the System's acknowledgment and awareness of diverse health-related needs and concerns to patient, family members, caregivers, staff and the community.

## COMPETENCIES

- Familiarity with and experience working in New York City health systems or social/human services.
- Candidates preferred to have experience working with community resources and social services in different parts of New York City that can inform connecting patients with COVID and their families to local resources. (Please indicate what location on your application).
- Speaking more than one language fluently is a distinct advantage; please mark this on your application
- Excellent interpersonal skills and ability to interact professionally with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress.
- Excellent organizational and communication skills.
- Critical thinking and sound judgment required.
- Ability to handle confidential information with discretion and professionalism.
- Ability to exhibit a professional, positive attitude and work ethic.
- Ability to show empathy and be nonjudgmental toward distressed individuals.
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Have a demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice involved persons, etc.).
- Strong computer proficiency using standard office software programs required, in particular Microsoft Office
- Ability to utilize technology in daily work; experience with web-based applications.
- Access to wireless internet required at the location the Resource Navigator will be remotely conducting their work. It will need to be assessed how best to ensure a reliable, fast internet connection.
- New York City Resident preferred and familiarity with New York City neighborhoods, communities, and boroughs required.
- Candidates of highly impacted communities are strongly encouraged to apply.

Note: Laptops may be provided by the program, which will serve multiple functions, including connection to Salesforce, data recording, resource list management and searching, as well as soft phone application. Resource navigator supervisors may use their own technology if they have the following: PC with Windows 10, Antivirus Protection: Windows Defender and Windows Firewall; or Mac with Apple OS X 10.13, Antivirus Protection: Sophos; and personal mobile device to use for this job. A headset is preferred.

## EDUCATION EXPERIENCE

Two years of coursework or equivalent experience in social or human services or related fields (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field). \*\* Relevant years of experience and gained competencies will be considered as strongly as education during the interview process.

## APPLICATION DEADLINE

Rolling

## SUBMIT RESUME and COVER LETTER TO

[Empowerment@riseboro.org](mailto:Empowerment@riseboro.org)