

### **JOB DESCRIPTION – Health Navigator**

Della Lamb Community Services exists to empower its clients to meet the challenges of education, employment, and self-sufficiency in an ever-changing world. Della Lamb aspires to be a trusted and engaged member of a thriving refugee community, continually advancing the quality of life together with its members. Della Lamb is a National Mission Institution in a covenant relationship with the United Methodist Women and an agency member of the United Way of Greater Kansas City. We strongly believe in the dignity of all people and strive to live out our values of LIGHT: learning, integrity, gratitude, health, and togetherness.

Refugee services are characterized by an Arrive and Thrive mentality, seeking to overcome short-term and long-term challenges in the resettlement and community integration process. We aim to provide best-in-class hospitality, services, and cultural education, using a strengths-based case management approach to understand and develop client goals. We believe that a thriving refugee community is predicated on community engagement, inviting stakeholders from across Kansas City to actively participate in the resettlement process and the advancement of refugee communities.

This position will coordinate health services for any client eligible to receive DLCS assistance, empower clients with knowledge to make informed and independent health decisions, and assist with the design and implementation of new department procedures. The Health Navigator will work closely with members of the Health & Wellness team to coordinate educational services and provide direct health navigation in respectful, culturally informed, pathways to independence. This position is focused on being responsive to the needs of individual clients, working with third-parties to understand how to best support clients with healthcare needs.

This position requires a commitment to teamwork, patience, adaptability, servant leadership, humility of spirit, a strong work ethic, and a commitment to learning and growth. This position reports to the Health & Wellness Manager.

Core responsibilities include, but may not be limited to, the following:

- Support clients with complex medical needs. Assist clients in understanding health care access, how to advocate for themselves or their families, and develop individual Plan of Care goals for clients. POCs will outline plans for referrals, provide culturally or linguistically specific resources appropriate for their needs, and track client progress.
- Research and develop programs with the Health & Wellness Manager that will assist clients with equitable access to healthcare in the KC metro. Build strong relationships with community partners to ensure clients are given multiple avenues towards success.
- Meet with clients at hospitals, clinics, or specialist providers offices to help clients learn how to physically navigate facilities and become comfortable in their surroundings.
- Create and implement assessments for participating clients to track progress towards client-identified health outcomes.
- Coordinate or provide transportation to appointments as appropriate for clients as they work towards their healthcare independence goals. Be willing to provide direct transportation in personal vehicle or Della Lamb vehicle.
- Work with translators and develop materials specific to the refugee healthcare needs in the Kansas City Metro.

- Assist clients with applying for and understanding various benefits programs such as Medicaid, SSI, WIC, or transportation services.
- Utilize interpretation services to instruct the clients on scheduled appointments/transportation, how to locate their providers, and communicate any needs expressed to the appropriate Case Manager.
- Maintain records of client eligibility, participation, progress, costs, and other relevant data in ClientTrack.
- Document case notes related to provision of services and ongoing health care needs. Actively collaborate with the Healthcare Coordinator to ensure services are not being duplicated.
- Develop strong understanding of the unique challenges facing the KC metro refugee populations and be willing to assist other divisions with emergencies, special events, and client management as needed.
- Assist with the logistics coordination for clients to attend classes and other sessions, working with staff members, third-party transportation services, and volunteers. Ensure timing of appointments does not conflict with other services.
- Work closely with Health & Wellness Manager by suggesting areas for job clarity, helping set performance goals, and participating in case monitoring and performance reviews.
- Observe and listen to client feedback about the quality of their community's housing, employment, and neighborhoods to identify opportunities for connection with community champions, agencies, faith-based institutions, and community sponsors to mutually achieve a better quality of life in refugee neighborhoods.
- Other duties as assigned.

***Professional Qualifications:***

- Strong verbal, written, and public-speaking communication skills.
- Application of critical thinking skills to assist in the development and growth of our programs.
- Adept at client-centered, strengths-based case management approach.
- Strong organizational and team-building skills.
- Strong attention to detail.
- Strong understanding of confidentiality laws and ethics regarding personal protected identifying and medical information.
- Previous work experience in managing multiple projects and working with multiple vendors/customers/clients.
- Reliable and available transportation for yourself and clients for appointments
- Demonstrated ability to communicate effectively and diplomatically in a multi-cultural setting and with limited English proficiency speakers.
- Proficient in Microsoft Office applications and strong computer skills with aptitude for learning and implementing new technology platforms and tools.
- Embrace the tenets of servant leadership and teamwork, ready to serve all members of Della Lamb community with grace and kindness.
- Proven ability to work under pressure with administrative deadlines and manage multiple priorities in a dynamic environment.

- Flexibility to respond to the ever-changing medical and mental health needs of our clients in a professional manner.