



Position: Community Programs Systems Navigator (Bilingual)

Supervisor: Community Programs Manager

Status: Full-Time, Non-Exempt

JOB SUMMARY:

The Systems Navigator will assist in empowering, engaging, organizing, and supporting community members who need assistance applying for health insurance, SNAP, or Behavioral Health programs. Services will be provided in both English and Spanish. Responsibilities include contacting, educating, and enrolling eligible individuals and families into Medicaid/CHP+, SNAP, Colorado's Marketplace, and vision programs. The Navigator aims to raise awareness of available mental/behavioral health resources and eliminate barriers to support and services in San Miguel County. Support Medicaid and Non-Medicaid clients by addressing social determinants of health that impact their daily lives and linking them with resources that will remove identified barriers to care. The Systems Navigator will collaborate with community partners, providing resources to reduce identified barriers.

DUTIES AND RESPONSIBILITIES:

May include the following and other duties as assigned.

Enrollment:

1. Outreach to and connect with the target population throughout the service area, identify service gaps, and develop solutions to fill those gaps.
2. Collaborate with TCHNetwork's Regional Health Connector to update the resource list and be the point person for people who can refer them to the correct community resources/organizations.
3. Connect multicultural and underserved community members to resources to promote well-being, self-sufficiency, health, social engagement, and civic engagement.
4. Develop/cultivate cross-referral relationships and actively collaborate with schools, county social services agency staff members, community and faith-based organizations, and other partners throughout the TCHNetwork service area to ensure multicultural populations can access holistic, inclusive, and culturally appropriate services.
5. Empower the target population through support and coaching as needed to be their advocates and voice their opinions.
6. Assist with program support and outreach that addresses health equity.
7. Assist with processing Crisis Fund and Vision programs applications.
8. Offer enrollment/entitlement assistance, which includes:
 - a. Complete State of Colorado training to become a Certified Application Assistor and Health Coverage Guide and any required training and continuing education requirements as applicable.
 - b. Provide general education, basic knowledge, application, and follow-up assistance regarding benefits of SNAP, Medicaid, CHP+, and marketplace insurance and health service delivery to the client in a culturally and linguistically appropriate manner.
9. Provide Mental and Behavioral Health resources to individuals who reside or work in San Miguel County
10. Identify obstacles to treatment and work with stakeholders to develop solutions.
11. Meet with clients in various settings: medical offices, specialists, hospitals, and clients' homes to assist them best
12. Partner with the client in developing a plan that reflects individual clients' goals and connects clients to appropriate resources
13. Maintain a trauma-informed environment of well-being.



14. Work with TCHN's marketing team to market and advertise community programs.
15. Any other duties as required to ensure TCHNetwork is successful.

EDUCATION AND EXPERIENCE REQUIRED

1. A 4-year college degree OR 4 years of progressive related experience working with diverse populations, community, faith-based organizations, or in a healthcare setting.
2. One year of direct experience in case management or client care coordination.
3. Experience working with field teams or remotely to achieve identified goals.
4. Strong presentation and communication skills in English and Spanish
5. Experience/comfort working and communicating with diverse communities from different socioeconomic backgrounds. Culturally competent and aware of race, gender, class, sexuality, ability, etc.
6. Demonstrated commitment to equity and social justice and the ability to think critically about how external systems impact the community and persons affected by mental illness.
7. Must have an aptitude for computers and working with various software and be proficient in MS Word, MS Excel, Outlook, OneDrive, or a similar shared file system.

PREFERRED QUALIFICATIONS:

1. Knowledge or ability to learn and practice trauma-informed principles and practices.
2. Knowledge of community resources.
3. Ability to recognize and assess crises and intervene appropriately.
4. Ability to participate in training such as Mental Health First Aid, safeTALK, Motivational Interviewing, Core Competencies for Peer Workers, Privacy Act, etc.
5. Effective written and verbal communication skills.
6. Must clearly understand HIPAA, confidentiality, and personal boundaries and be self-assured in various situations.
7. Working knowledge of Trauma Informed Care
8. Energetic with a positive and creative attitude.
9. Lived experience with a behavioral health condition or work with the organizations and agencies in the behavioral health system preferred.

PERSONAL ATTRIBUTES:

1. Must demonstrate the ability to relate to individuals of varied ethnic cultural backgrounds, ages, and economic circumstances.
2. A trusted community member who can make new and lasting connections.
3. Ability to maintain client confidentiality.
4. Ability to work in a fast-paced environment, remain calm under pressure and support client needs.
5. Advanced time management skills and ability to work independently.
6. Strong work ethic, self-motivated, and collaborative style
7. Change agent demeanor: must be a flexible thinker who can quickly adapt to a changing environment.
8. Ability to exercise forethought, look ahead, and anticipate events.
9. Excellent critical thinking and consultative problem-solving skills
10. Ability to receive and utilize constructive feedback regarding performance and presentation.



11. Understanding of health equity and experience working to address social determinants of health.

OTHER

Requires regular local and regional travel. Must have reliable transportation to travel as needed and be comfortable traveling in inclement weather. A valid driver's license and car insurance are required. Ability to work a flexible schedule, including evenings and weekends. Must be able to lift 50+ pounds.

LOCATION:

Hybrid position San Miguel County

COMPENSATION AND BENEFITS:

Starting salary range is \$21.15 - \$23.00 per hour, depending on experience.

Benefits package: 104 hours of vacation, 12 paid holidays, and up to 48 hours of sick pay annually. TCHNetwork pays 100% of employer-sponsored medical and dental insurance premiums after 90 days of employment and offers up to a 3% IRA contribution match with immediate vesting, flexible spending account, employee referral program, mental health wellness program, and continued professional development opportunities.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____