

# BMAC:

## **Job Opening Supportive Services for Veteran Families Healthcare Navigator, Tri-Cities WA**

The SSVF Healthcare Navigator will be doing the important, meaningful work of managing crises, providing in-the-moment support to veteran participants with complex behavioral health issues, ensuring client safety, and connecting clients to high-quality, evidence-based providers and connections to Veterans Administration Medical Center services. This new, full-time position will report directly to the SSVF Program Director. This position does not provide clinical services or therapy.

Blue Mountain Action Council is committed to creating an equitable organization that is inclusive and representative of the communities we serve. We recognize that our diversity is our strength, and it is critical to advancing our mission and enhancing the well-being of participants, staff, volunteers, and the community.

As an affirmative action/equal opportunity employer, it is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, national origin, marital or veteran status, genetic information, gender, age, non-disqualifying physical or mental disability, sexual orientation or any other legally protected status.

HOW TO APPLY: Send completed BMAC application, resume and cover letter to:

[HR@bmacww.org](mailto:HR@bmacww.org)

The job application is available in our office or online at <https://bmacww.org/aboutus/employment>.

This position is open until filled. First review of applications will be held on October 3<sup>rd</sup>, 2020. Questions: Lisa Mathias, Human Resources Director 509-529-4983

BLUE MOUNTAIN ACTION COUNCIL  
Walla Walla, WA 99362

JOB DESCRIPTION

POSITION TITLE:	<b>SSVF Healthcare Navigator</b>	REPORTS TO:	SSVF Community Liaison Manager
EMPLOYMENT STATUS:	Nonexempt	SUPERVISES:	None

HOURS OF WORK: Up to 40 hours per week, based on contract funding

SALARY: Level 14 \$20.45 to \$24.46/hr, DOQ (depending on qualifications)

**GENERAL DESCRIPTION/ BASIC FUNCTION:** As an SSVF Healthcare Navigator, you will be doing the important, meaningful work of managing crises, providing in-the-moment support to veteran participants with complex behavioral health issues, ensuring client safety, and connecting clients to high-quality, evidence-based providers and connections to Veterans Administration Medical Center services. This position does not provide clinical services or therapy. The SSVF Healthcare Navigator will provide day-to-day support and services for participating veteran households in need of homelessness prevention, rapid re-housing and transitional supportive services. The SSVF Healthcare Navigator will provide key linkages for veteran participants beginning at their intake and assessment following through to their attainment or maintenance of permanent housing in their home community. The SSVF Healthcare Navigator works collaboratively with the team and the veteran participant to identify and address systems and challenges for enhanced care coordination as needed. This position will require a significant degree of autonomy, as well as the ability to work with a team.

**WORK CONDITIONS AND SITE:** time may be spent working in the field with veteran participants, in the car, outdoors, in shelters, and in other community agencies. Other time will be spent in the office completing administrative and paper work. Requires significant local and regional travel.

**ESSENTIAL FUNCTIONS:** Includes the following. Other duties may be assigned.

1. Coordinate collaborative efforts for the SSVF Program and develop a set schedule to visit the Veteran's Administration facilities, shelters, and other places that homeless and low-income veteran families are likely to congregate, and develop communication/updates with the VA and other key housing and community providers.
2. Skillfully manage veteran participant crises, providing brief risk assessment, safety planning, and de-escalation with the goal of connecting the client to a therapeutic service.
3. Independently manage a caseload of complex, multi-need veteran participants.
4. Effectively and professionally communicate with clients throughout the process of accessing care, via email, phone, and occasionally text.
5. Conduct housing and comprehensive supportive services assessments for program participants and develop a comprehensive Individualized Housing Stabilization Plan.
6. Provide service coordination between the local VAMC and community partners, for veteran participants and their families/supporters.

7. Work with veteran participants, family members, collaborating housing agencies and professionals to revise service plans and to develop placement, stabilization and follow-up plans.
8. Provide or arrange support for veteran participants in their transition to permanent housing or in the maintenance of permanent housing.
9. Travel to housing sites to support veteran participants, monitor progress and address any health, behavioral or life skills issues.
10. Communicate effectively (under confidentiality rules) with veteran participants' service team to rapidly address and correct issues with services or supports - especially living skills, employment, education, family and socialization.
11. Ensure that veteran participants and their families receive services that support rapid re-housing; addressing assessed needs, promoting healthy decision-making, securing financial independence and promoting relationships at home and in the community.
12. Participate in program and professional supervision, attend required staff and Program Management Team meetings and trainings, and contribute to team-based collaborative planning.
13. Meetings/training
  - a. Attend all scheduled staff meetings.
  - b. Attend training sessions as required by the funding source or agency.

#### BASIC PERFORMANCE EXPECTATIONS OF ALL STAFF:

1. Comply with all program and Blue Mountain Action Council policies and procedures, and with the confidentiality agreement(s).
2. Possess/be willing to develop strong communication and interpersonal skills.
  - a. Ability to work independently as well as with a team to achieve objectives and assignments.
  - b. Ability to use good interpersonal relationship skills.
  - c. Ability to follow written and verbal instructions.
3. Model respectful workplace expectations:
  - a. Work respectfully with diverse populations and lifestyles, treating all with respect, honesty, consideration, and cooperation.
  - b. Embody teamwork and cooperation within and across departments and with the public.
  - c. Keep your department manager apprised of important matters ongoing within the department.
  - d. Serve as a positive example to other personnel with regard to workplace actions, decisions, work skills, attitude, and adherence to workplace policy and procedures.
  - e. Be honest, fair, and dependable.
  - f. Demonstrate regular and timely attendance.
4. Meeting and training expectations:
  - a. Attend all scheduled staff meetings.
  - b. Attend training sessions as required by the funding source or the agency.
  - c. Attend any other meetings or trainings as required.

#### SKILLS AND ABILITIES REQUIRED:

1. Excellent verbal and written communication skills.
2. Excellent computer skills, which include word processing, data entry and email.
3. Excellent interpersonal skills and the ability to interact positively with clients from diverse backgrounds.

4. Demonstrated ability to function as a team member and collaborate with other staff.
5. Ability to maintain accurate, thorough and timely records.
6. Ability to adhere to high degree of confidentiality, tactfulness and respect for clients.
7. Ability to work in a fast-paced office environment with frequent interruptions and occasional crisis situations.
8. Knowledge of resources applicable to Veterans and their family members
9. Ability to apply crisis intervention strategies

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A mix of sedentary and light physical work.
2. Must be able to lift 20 pounds occasionally and up to 10 pounds frequently.
3. Must be able to hear, speak, write and read.
4. Must be able to sit or stand.
5. May need to climb stairs at locations without elevators or ramps.
6. Some stooping, kneeling, balancing, pushing, pulling and/or lifting.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Honorably discharged veteran preferred.

1. High School Diploma or equivalent and at least 2-years' experience in a similar setting preferred.
2. A Bachelor's Degree and at least 1-year experience in a similar setting preferred.
3. Knowledge of education services and materials to help match the health literacy level of the Veteran.
4. Adhere to ethical principles about confidentiality, informed consent, compliance with relevant laws, and agency policies.
5. Understanding and/or experience working with Veterans.
6. Experience with outreach to local organizations and government agencies.
7. Strong written and verbal skills.
8. Ability to work in a culturally diverse environment.
9. Ability to work well under pressure.
10. Ability to work as a team player.
11. Strong commitment to mission, including racial equity and social justice.
12. Desired qualifications: A working knowledge of major systems that veteran populations encounter and the resources they may access.

**SPECIAL REQUIREMENTS:**

Employee must provide own vehicle and auto insurance. Valid state driver's license by time of hire. Good driving record. Reliable vehicle for travel and current auto insurance required.

**NOTE:** This job description is a general description of essential job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of BMAC are expected to perform tasks as assigned by supervisory/management personnel, regardless of job title or routine job duties.