



CLASSIFICATION TITLE: Community Resources Navigator	JOB NUMBER: 7246	AFFILIATION: Unaffiliated
REPORTS TO: Fire Captain – EMS Program Officer	PAY GRADE: 17	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs intermediate human support work to proactively outreach to and assist at-risk clients in accessing essential community resources, aiming to reduce reliance on high-cost healthcare services, and inform them of and develop plans to utilize existing community resources. Work is performed under the limited supervision of the Fire Captain – EMS Program Officer.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Conduct assessments and assist clients in identifying socio-economic factors influencing their health, devising customized health and social management plans to enhance overall well-being.
- Provide advocacy and support to ensure the fulfillment of clients' medical needs and referrals, fostering effective communication between clients and service providers, including any necessary follow-ups with clients and providers on health/social service plans.
- Coordinate and monitor services, including comprehensive tracking of client compliance with care plan objectives and facilitating seamless communication between various healthcare providers and clients.
- Assist clients in accessing vital health and social services within the community and motivate patients and clients to be active and engaged participants in their overall health and wellbeing.

- Effectively maintain comprehensive electronic client files; properly and comprehensively record all client encounters, service plans, and outcomes achieved, and submit detailed monthly reports on program progress.
- Educate clients on the appropriate use of emergency services, offering alternatives, and encouraging active participation in their health management plan.
- Undertake frequent travel to client homes, community locations, agencies, and other outreach destinations as necessary for effective service delivery; accompany clients to medical and social service appointments to eliminate barriers and ensure access and ability to achieve comprehensive care.
- Actively seek alternative funding sources such as grants, contributing to the drafting and submission of grant documents and applications to support the Resource Navigator Program.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Local resources and community agencies, programs and services, and available resources.
- Multi-system outreach programs related to healthcare delivery and clinical education.
- Transportation and other barriers to care faced by clients.
- Excellent interpersonal and communication skills, with the ability to engage effectively with diverse communities.
- Ability to plan, implement, and evaluate individual client care plans.
- Proficient public speaking, small group presentations, and collaboration methods with similar services in the community.
- Grant writing and proposal development.
- Broad range of relevant computer software packages (e.g., spreadsheets, word processing, etc.).
- Modern office practices, methods, procedures, and equipment.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

Skills and abilities to:

- Assess the barriers to care faced by clients, and develop, prepare, and evaluate individualized client care plans.
- Communicate effectively with diverse communities and healthcare professionals.
- Utilize personal computers and relevant software applications proficiently.
- Deliver compelling public speeches and presentations.
- Collaborate with similar community services and organizations.
- Write and prepare comprehensive grant proposals and documents.

- Strong communication and interpersonal skills, as well as the ability to work effectively with diverse communities and navigate complex social service systems.
- Maintain the confidentiality of client and other related departmental records and information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects, resources, and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

Associates/Technical degree with coursework in public administration, social sciences, or related field and one (1) year of experience in community outreach, housing or social services, healthcare, or related industries, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.

- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT


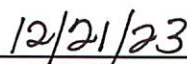
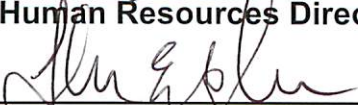


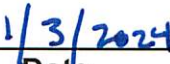
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 10 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

 _____ Human Resources Director (designee)	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date