



Job Title: Behavioral Health Navigator
FLSA Status: Full Time, Exempt
Reports to: Program Manager

The Center for African American Health is a community-based nonprofit organization dedicated to improving the health and well-being of African Americans. The Center works toward health equity for the underserved African American community by offering culturally competent health education and outreach that empowers community members to overcome the root causes of health problems, maximize their own individual health and access health and support services.

As a Family Resource Center, The Center for African American Health is building upon existing partnerships and creating new collaborations to begin to address the needs of children, youth, and families. We are looking for detail-oriented and organized team members who excel in fast-paced nonprofit environments, are interested in working to promote community health through inquiry, innovation, and impact and in joining a well-respected, high-impact organization with a rich history of community service.

Under the supervision of the Program Manager, the Behavioral Health Navigator will work within the context of a person-centered, recovery-oriented, wraparound approach, in partnership with mental health providers, agencies and physicians to promote timely access to needed care, comprehension and continuity of care, client empowerment and the enhancement of individual and family wellbeing.

Primary Roles and Responsibilities

- Care coordination with mental health and medical providers to improve access and continuity of care (may include virtual visits, assistance in attending appointments or other activities that support continuity of care)
- Create referral linkages with providers, community organizations and identify providers to implement community resources, health, and wellness events and/or educational programs that address barriers to care, resources and enhance stakeholder knowledge, and ultimately impact healthier individual and family outcomes.
- Ensure that all case files, and other records, strictly comply with policies, regulations, and HIPAA procedures.
- Develop relationships with public agencies and community-based organizations to build knowledge of the resources available to community stakeholders.
- Maintain and update resources in the community resource inventory database.
- Assists in addressing members barriers to care, resources, and encourage/foster relationships with their providers and agencies.
- Work closely with community stakeholders to complete needs assessments, help families, caregivers' access vital resources in the community, facilitate programs to support community and build cross-cultural connections.
- Collect client information and demographics as defined by organization/grant standards to accurately assess eligibility of resources.

- Manage relationships with partner organizations and develop systems to ensure coordination and communication between organization and partners' staff.
- Document activities and record information, such as the number of participants attending and completing programs, presentations conducted, and persons assisted.
- Maintain databases, mailing lists, telephone networks, and other information to facilitate the functioning of health resource navigation and education programs.
- Work as a member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting organizational and group goals.
- Balance conflicting priorities to manage workflow, ensure the completion of essential projects, reports, and meet critical deadlines.

Requirements/Qualifications

- Bachelor's degree in Social or Behavioral Science, Social Work, Health and Human Services, related field, or an equivalent combination of education and experience
- Knowledgeable about services available to Behavioral Health Patients
- Excellent public speaking and presentation skills
- Strong writing skills, and ability to convey information in a clear, and concise manner.
- Demonstrated leadership experience working with patients, coordinating events, and leading groups.
- Demonstrated ability to work with persons and groups of diverse racial, ethnic, and economic backgrounds.
- Interest in community health/health equity
- Ability to take initiative in working with and coordinating peer groups and committees.
- Ability to connect with diverse communities and forge strong relationships.
- Strong computer skills, familiarity with Office365, Word, Excel, Outlook, PowerPoint, SharePoint
- Demonstrated ability to organize, set and implement priorities, manage multiple tasks with attention to detail.
- Ability to analyze problems and find solutions which support and enable sound decision-making.
- Ability to perform several tasks concurrently, time management and organizational skills.
- A multi-tasker and team player with the ability to wear many hats in a fast-paced environment.
- Ability to organize and maintain detailed records; complete necessary paperwork, reports and meet deadlines.
- Personal qualities of integrity, credibility, and dedication to the mission of The Center
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- Personal qualities of integrity, credibility, and dedication to the mission of The Center

Salary Range

\$48,000 - \$53,000

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

How to Apply

Qualified candidates are encouraged to apply. Please submit a cover letter, resume and writing sample to the following email address and include Behavioral Health Navigator in the subject line:

careers@caahealth.org. No phone calls please. All applications must be submitted electronically – none

will be accepted in person. More information about The Center for African American Health can be found on our website at www.caahealth.org

The Center for African American Health is an equal opportunity employer. We do not discriminate on the basis of race, color, religion (creed), gender or gender expression, age, national origin (ancestry), disability, marital status, military status, or sexual orientation in any of our activities or operations.