

## Job Description

**Job Title:** Service Navigator  
**Department:** Adult/ Children's Services  
**Reports To:** Program Manager  
**Classification:** Non-exempt

**Summary:** The Service Navigator is responsible for coordinating and accessing necessary resources for clients, consistent with the service plan, based on referral from the Case Manager or Clinician.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions.

1. Using a person-centered approach, coordinate access to resources as needed for individuals experiencing mental health or developmental disabilities based on individual goals, needs and preferences.
2. Arrange access to resources to address individual needs including consultants, assistive technology, medical specialists, etc.
3. Coordinate access to benefits for which the client may be eligible.
4. Arrange for travel.
5. Provide for short-term assistance for clients in crisis collaboratively with service team. Assistance may involve connecting people to home visits, formal mediation sessions, financial resources or other agencies.
6. Provide consult to staff who are assisting and advocating relative to community resources and navigating of same.
7. Develop a network of community resources.
8. Deliver information with a professional communication style to foster community relationships.
9. Maintain the professional boundaries to the adjunct role of the service navigator relative to the Case Manager.
10. Ensure that documentation on services is accurately reported by maintaining a transparent record of client needs being addressed.
11. Complete client records to meet agency standards.
12. Meets performance expectations for time and billing standards.

### Competencies:

1. Communication
2. Person-Centered Practices
3. Evaluation and Observation
4. Crisis Prevention and Intervention
5. Safety
6. Professionalism and Ethics
7. Empowerment and Advocacy
8. Health and Wellness
9. Community Living Skills and Supports
10. Community Inclusion and Networking
11. Cultural Competency
12. Education, Training and Self-Development

**Supervisory Responsibility:** This position has no supervisory responsibilities.

### Work Environment:

This position operates in a professional office environment, community, and client homes.

### Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the

**CONTINUATION:** Services Navigator

employee is regularly required to talk or hear. The employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee may on occasion be required to lift heavy objects. This position has mostly an inside work environment and occasional outside work with exposure to weather conditions. Occasionally may come in contact with blood borne pathogens.

**Position Type and Expected Hours of Work:**

This is primarily a fulltime position, and hours of work are based upon needs of the agency, that may include evenings and weekends.

**Travel:** Significant travel is expected for this position within the SPBHS service area of the Southern Kenai Peninsula.

**Required Education and Experience:**

1. Associates degree or equivalent education, training, or experience.
2. Demonstrated competency in coordinating behavioral health services across funding sources and diverse clients/settings.
3. Organizational skills and ability to meet time deadlines.
4. Excellent verbal and written communication skills.
5. Experience working independently and using good judgment in a variety of circumstances.
6. Experience with computer software that includes Windows and Microsoft Office.
7. Experience working with individuals and families from diverse backgrounds and cultures.
8. Have current driver's license and clean driving record.

**Preferred Education and Experience:**

1. Bachelor's degree in education, special education, psychology, social work, behavior management or a related field.
2. Reliable personal vehicle with appropriate insurance coverage to use during work tasks.

**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.

**Validation**

This job description has been approved by all levels of management:

Program Director: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date