

Proposed Job Summary:

The Community Resource Navigator helps members get the support they need to access healthcare and health-impacting resources. Navigators are non-licensed, non-clinical staff who gather information related to economic barriers, healthcare systems concerns, and basic needs (including, but not limited to, food, transportation, and material goods). Navigators connect members directly to vetted community agencies and resources; may include community-based support. Navigators provide support and guidance to help members access KPNW and other healthcare systems. Navigators are highly trained communicators and subject matter experts, skilled in Motivational Interviewing and responsible for ongoing community resource knowledge. Navigators collaborate extensively within the KP system and larger community to overcome logistical barriers and increase care quality, improve care continuity, and reduce care costs.

Proposed Major Responsibilities:

Major Responsibilities/Essential Functions:	% Time
Respond to referrals from primary worksite location(s) to support members with economic, logistical, and other non-clinical barriers to accessing care, following care plans, or meeting goals. Outreach by virtual means or in-person in care setting to establish resource needs, connect to those resources, and follow up to determine if need is met. Escalate to and collaborate with clinical colleagues and care teams as appropriate (e.g. Primary/Specialty/Hospital Social Work, MOB RN, PC+, BHC).	40
Participate in and consult to inter-disciplinary care teams to support complex members who have resource needs or logistical barriers. Address community resource needs for complex members/families in collaboration with interdisciplinary team.	40
Research and connect with community agencies and relevant healthcare programs (e.g. OHP) to gain and maintain expertise in the roles, capabilities, and capacities of these agencies. Collaborate with Navigator team and maintain a shared regional resource library.	10
Create collaborative relationships with staff across departments within KP and externally to promote collaboration and multi-system coordination. Participate in on-site events, clinics, and outreach initiatives as assigned.	5
Support organizational initiatives as appropriate to resolve care access barrier (including, but not limited to, assisting members to align benefits, assist in closing care gaps).	5

Proposed Qualifications:

1. Minimum Education: Bachelor’s degree in a social service- or healthcare-related field (the following may substitute: Associate’s degree in a social service- or healthcare-related field with an additional two (2) years of directly related experience).
2. Preferred Education: Bachelor’s or Master’s degree in a business- or healthcare-related field.
3. Minimum Work Experience: Minimum one (1) year of experience in a healthcare or related field.

4. Preferred Work Experience: Preferred experience in the community health care setting. Preferred experience as a health coach and/or community health care worker. Community health worker certification will be given special consideration.
5. Required License, Certification, Registration, or Designation: N/A
6. Additional Requirements:
 - a. Competent computer skills with proficiency in Microsoft Office products and ability to learn new technical skills
 - b. Ability to demonstrate flexibility and to adapt when faced with internal or external barriers, or when faced with differing points of view
 - c. Ability to anticipate next steps, be proactive and collaborate with coworkers and stakeholders
 - d. Ability to use integrated technology platforms and virtual care coordination tools
 - e. Ability to use good judgment and problem-solving skills, able to effectively respond to difficult situations and resolve conflicts
 - f. Ability to work independently in a fast-paced environment
 - g. Excellent written and verbal communication skills
 - h. Ability to complete Motivational Interviewing Certification and additional certifications or trainings as assigned
 - i. Ability to organize and prioritize workload; effective time and task management skills in achieving program initiatives and priorities
 - j. Ability to successfully complete tasks with little or no supervision.
 - k. Ability to anticipate patient and team member needs