



## **Behavioral Health Navigator**

**GENERAL SUMMARY:** The Behavioral Health Navigator provides client support through the Healthy Start Coalition's (HSC) system of wraparound values, support services, and case management to Healthy Families participants who have experienced or who are experiencing substance abuse, domestic violence or mental health issues identified at assessment or during services as needing community-based counseling, treatment or other services.

### **PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:**

#### **NAVIGATOR DUTIES:**

- Collect referrals for navigator services and determine need based on risk factors.
- Conduct family consultation to develop a referral plan.
- Provide behavioral health "navigation" services to identify suitable care providers and to connect participants with the appropriate level of care, based on their clinical need and community provider availability.
- Refer for specialized services and follow-up with family and service providers on those services.
- Develop and update referral plans.
- Accompany the family support worker on home visits, as appropriate.
- Provide staffing and consultation services for family support workers and other team members.
- Review home visiting and supervision records as needed.
- Participate in supervision meetings between the family support worker and the family support worker supervisor, as appropriate.
- Other duties as assigned.

#### **ORGANIZATIONAL SUPPORT:**

- Coordinate, provide and/or recommend training to family support workers and other team members, when necessary, on topics related to behavioral health and working with families with challenging issues.
- Provide community outreach services.
- Assess community provider capacity and compile a directory of local service providers in mental health, substance abuse and domestic violence.
- Develop relationships with providers to facilitate effective referral of Healthy Families participants to services.
- Conduct or participate in provider meetings to maintain positive relationships with community service providers.
- Assist in ASO budget development.
- Follow the data collection guidelines provided by Healthy Families Florida (HFF).
- Provide other support as required.
- Promote excellence and continual improvement by participating in the organization's Performance and Quality Improvement Process.
- Participate in monthly supervision with supervisor.

#### **TRAINING REQUIREMENTS:**

- Attend the navigator core training provided by HFF.
- Attend domestic violence training provided by HFF.
- Attend substance abuse and child abuse and neglect training provided by HFF unless special certification or training has been acquired on the topic. Approval by HFF is required.

- Share other training attended by the navigator with HFF.
- Complete all required HSC trainings including attending quarterly training days.

**KNOWLEDGE, SPECIAL SKILLS, and ABILITIES:**

- Abide by all HSC, HFH and HFF policies and standards of conduct.
- Effectively communicate with a variety of populations; peers, clients, client family members, service providers, perspective employers, etc.
- Able to identify applicable community resources.
- Knowledge of confidentiality regulations, procedures and information exchange agreements to protect information from unauthorized disclosure.
- Ability to render compassionate and equal care to all program participants regardless of gender, race, religion or sexual orientation.
- Must be able to maintain effective and professional boundaries with staff, community partners, and program participants.

**QUALIFICATIONS:**

- Minimum of a Bachelor's degree in social work, counseling, psychology, nursing or a related field.
- Minimum of two (2) years' experience providing referral and case management services to those affected by domestic violence, mental health or substance abuse.
- Bi-lingual (Spanish/English) preferred.
- Able to build and maintain the community's trust for HSC as an effective, expert and compassionate provider of services.
- Able to pass a DCF Level II criminal background screen and a pre-employment drug screen.
- Ability to travel as required by the position.
- Must have a valid Florida driver's license, and a reliable transportation.
- Required to obtain, maintain and provide proof of automobile insurance coverage.

**WORKING CONDITIONS and PHYSICAL REQUIREMENTS:**

- This position is both an office and field position. The position's office will be co-located with the Healthy Families teams that they are supporting.
- This position will require non-traditional hours including evenings and weekends.
- Spend some time driving and getting in and out of the car to see clients in their homes or at school.
- Able to see clients under conditions that may be considered uncomfortable or even hazardous, (i.e., poorly maintained premises that may lack ventilation and/or air conditioning, dirty, cluttered, etc.)
- Safely walk/maneuver in a variety of environments (i.e., temperature extremes, hot, humid, cold), climbing stairs, dimly lit areas, walking extended distances, etc.
- Able to evaluate a situation and identify potential safety exposures and take applicable action to avoid injury or the potential injury.
- May be exposed to clients who are hostile or may have poor hygiene, infections, and/or a communicable disease.
- HSC is a smoke free environment including no smoking when in a client's home.

**SERVICE EXCELLENCE STANDARDS:**

- Exhibits a total commitment to maintaining high quality service standards of the Healthy Start Coalition.
- Functions as an effective team member in accordance with agency policies and procedures.
- Demonstrates professionalism in dealing proactively with clients, supports, providers, and the Board and general public.