BACKGROUND INFORMATION:
The Accountable Health Communities (AHC) represents an exciting opportunity for Tulsa. Funded through Centers for Medicare and Medicaid Services, the goal of this innovative model of care is for social needs, not just medical needs, to be addressed in order to improve health outcomes and reduce health care costs. Through the Route 66 AHC, Oklahomans will be screened for social needs in five key areas: housing insecurity, food insecurity, utility assistance, interpersonal violence and transportation. Individuals and families in need will be connected to social service agencies through a coordinated navigation service.

Position Summary:
The Navigator will connect individuals to programs in the community that promote, maintain, and improve individual and community health as outlined by Accountable Health Communities. The Navigator will provide information on available resources and advocate for individuals and community health needs. The Navigator will work closely with community partners including the Tulsa Health Department to navigate appropriate referrals.

PRINCIPAL DUTIES/RESPONSIBILITIES:
The following functions represent the majority of the duties performed by the position, but is not meant to be all-inclusive or prevent other duties from being assigned when necessary:

ESSENTIAL JOB FUNCTIONS (100% of Time):

1. Examines, organizes, and enters gathered electronic screening data into a web-based Centers for Medicare and Medicaid (CMS) Data Portal or equivalent system.

2. Provides focused referral management and risk reduction services by linking qualifying Medicare and Medicaid recipients to community resources including, but not limited to, social services agencies, medical homes and access to healthcare services via phone interviews.

3. Coordinate and collaborate with community partners including the Tulsa Health Department.

4. Coordinate referrals to outreach programs and create networking opportunities with community partners to integrate delivery of services via phone interactions.

5. Attend regular peer group meetings for networking and information sharing for optimal opportunities as it relates to navigation.

6. Keep current with community resources and services.

7. Communicate all concerns to supervisor/manager as necessary, seeking support and guidance proactively.

8. Maintain complete and accurate documentation of all activities and reports through computerized entry in accordance with program standard, guidelines and THD.
requirements.
9. Attend required training in support of duties and responsibilities of this position.
10. Other duties as assigned including those required to fulfill activities in support of public health emergency operations.

QUALIFICATIONS/SPECIFICATIONS:
Education: High school diploma or GED required.
Experience: One year of public contact experience required. Experience in community related health care and services is preferred.

Knowledge and Skills:
• Knowledge of community resources for health related social needs
• Excellent interpersonal communication skills in order to communicate effectively with peers and to maintain productive working relationships with agency partners
• Ability to practice cultural humility
• Ability to prepare reports and communicate program goals and activities effectively both orally and in writing
• Excellent organizational practices
• Attention to detail; Accurate and efficient data entry
• Skills in operating a personal computer
• Bilingual (English/Spanish) preferred

Licenses/Certification:
• Valid Oklahoma driver’s license

INTERNAL AND EXTERNAL WORKING RELATIONSHIPS:
• External contact with outside agencies to exchange information in order to coordinate referrals, recruit new referral sources, and link clients to appropriate services

PHYSICAL EFFORT:
• Communication: Frequent phone communication; must be able to exchange accurate information over the phone, email, and other modes of communication
• Operate: Constant operation of computer, phones and other office productivity machinery

SUPERVISORY RESPONSIBILITY/ACCOUNTABILITY:
Direct Supervision: None
Indirect Supervision: None
Budget/Money/Material: Responsible for assigned equipment
Reports to: AHC, Supervisor

WORKING CONDITIONS:
• Must be able to work and record in an area of moderately high noise level, visual distraction and little privacy

SPECIAL REQUIREMENTS:
• Must maintain THD record confidentiality according to HIPAA regulations
• Must possess ability and willingness to perform job-related travel (community events, training, meetings, etc.)

FLSA Status: Non-Exempt