



**GREATER VALLEY**  
HEALTH CENTER

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**Greater Valley Health Center (GVHC) recognizes employees are at the heart of our ability to meet the needs of our patients and community. We invite every employee to contribute at the highest possible level. This position description is provided to outline the primary duties, qualifications, and job scope. It is not intended to limit the employee or GVHC to just the work identified. We expect each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.**

It is the policy of this facility to provide equal opportunity to persons regardless of race, religions, age (over 40), gender, disability, veteran, genetic information or any other classifications in accordance with federal, state, and local statues, regulations and ordinances.

Job Title	<b>Care Navigator</b>		
Department	Medical	Unit	Clinic
Wage	Grade 9	Schedule	M- F
Working hours per week	40	Current location	GVHC
Reports to (job title)	Clinical Director/ Behavioral Health Director	Non-Exempt Exempt	Non Exempt

**Job purpose** *(Why does the job exist? What is it there to achieve or deliver?)*

Under the general supervision of the clinic director, this position provides integrated care support for Greater Valley Health Center (GVHC) and works closely with Health Center medical and behavioral health care teams, hospital case managers or social workers, other care navigators (e.g. home health, public health, mental health) and medical providers in the community.

**Knowledge, Skills & Experience** *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Requires an associate of arts, or science or a degree in an applicable field of study such as social services or public health.	Desirable
Experience	One (1) year of experience providing community health outreach, education, or program development; or any combination of training and experience that indicates possession of the knowledge, skills, and abilities listed.  Experience with addiction, behavioral health and medical care navigation.	Desirable
Knowledge & skills	Knowledge of health coaching, care navigation and coordination. Familiarity with primary care and behavioral health providers and referrals. Knowledge of medical terminology.	Desirable

	<p>Knowledge of effective communication techniques, including motivational interviewing.</p> <p>Knowledge of the operation of personal computers with word processing, spreadsheet,</p> <p>Knowledge of community resources and the ability to design, implement and evaluate community outreach and educational programs.</p>	
Abilities	<p>Ability to maintain a high level of client confidentiality.</p> <p>Ability to communicate effectively in writing and verbally.</p> <p>Ability to establish and maintain effective working relationships with those contacted during work; including co-workers, supervisors, other professionals and the public.</p>	Essential
Special Requirements	<p>Ability to be flexible with changing demands, work environments, and duties as needed.</p>	Essential
Attitude & disposition	<p>Strong work ethic, positive, caring, knowledge of cultural diversity and social determinants of health (SDOH), team oriented. May be requested to perform functions relevant to the position but not listed above.</p>	Essential

**Main Duties and Responsibilities of the Role:** these duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.

Support patients in mitigating barriers with social determinants of health. Be familiar with and refer patients to available local resources that can help patients with social services, housing, and other life problems that prevent patients from achieving optimal health.

Communicate with patients as indicated—in person, telephonically, by video or other means suited to the individual.

Assist with insurance enrollment.

Lead and participate in special projects (example: immunization and testing clinics)

Chaperone patients in exams and appointments as needed.

Provide education and assistance at GVHC main clinic and outreach clinics.

Provide group and one-on-one appointments for education and prevention when appropriate.

Participate in community outreach events representing GVHC and its services in a positive light.

Participate in Quality Improvement, Quality Assurance and Risk Management activities as needed.

Recognize clinic and community needs and collaborate to meet them.

**Working Environment** (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Work is mainly performed in an office/clinic setting with computer/phone work and moderate noise. Standing, bending, sitting, lifting, required. The employee may be required to provide service in home settings, which may require climbing of stairs and driving a motor vehicle for transportation. This position does require travel to outreach locations and community events. This position requires a valid Montana driver's license and a clean driving record.

**Freedom to Act & Decision Making** (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

Work independently to complete tasks; use sound judgment but ask questions if needed; show initiative for work/workflow improvements.

**Communication & Networking** (*liaison with others, type and level of communications*)

Clear and detailed communication with patients, patient family members, co-workers, and providers is required.

**Finance/Resource Management** (*budgeting, forecasting*)

Use supplies efficiently.

**People Management** *(supervisory responsibility, human relations skills)*

Non-supervisory position

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the changing of the post.

## Confirmation Section

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**Employee Signature**

Date:

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**Print name**

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**Supervisor Signature**

Date:

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**Print name**

**CEO:**

**Comments:**