



**JOB TITLE:** Care Navigator  
**DEPARTMENT:** Behavioral Health  
**REPORTS TO:** Clinical Services Administrator  
**FLSA STATUS:** Non-Exempt  
**SALARY GRADE:** \$24.29 - \$34.01  
**Location:** Eugene

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen, Criminal, and Character Background Check.

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### **SUMMARY OF MAJOR FUNCTIONS**

Under the direct supervision of the Clinical Services Administrator, The Care Navigator provides administrative support, case management and resource navigation for the behavioral health team. Services will be offered in individual and group settings utilizing evidence-based and culturally informed practices. Provides clinical practice and skills in compliance with program standards. A Mental Health Professional will provide clinical supervision for this position.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Gathers information to assess client's needs and goals, including social determinants of health.
2. Assists the client with navigating resources to meet needs. This may include items such as making budgets and personal development needs.
3. The care navigator may facilitate some groups under the direction of the licensed clinical therapist team.
4. Acts as a liaison as needed with other community agencies.
5. Helps clients navigate their service plan set up by their health care team.
6. Administrative support of the Behavioral Health team, including answering telephone calls, scheduling appointments and greeting clients as they arrive.
7. Assist individuals to obtain public benefits when necessary.
8. Collect and compile information to assist clients to obtain housing and/or employment as identified on a comprehensive service plan.
9. Coordinate care and services with the KWC treatment team, employers, job coaches/developers, advocates and others.
10. Advocate for individuals to obtain needed resources.
11. Coordinate with the Coquille Indian Housing Authority to assist Tribal members with substance use disorders or mental health issues to find supported housing resources.
12. Provide follow up to patients/clients in person or by phone identified by the Behavioral Health team or other care team members.
13. Participate in outreach activities necessary to offer services and engage participation in a non-coercive manner.
14. Provide educational information and materials to patients regarding available services in the community and how to appropriately access them.
15. Maintain all client documentation in accordance with program standards, funding requirements and bill for appropriate services through our electronic health record.
16. Maintains and coordinates educational materials and a lending library for clients.
17. Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by employee. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required.

### **PHYSICAL REQUIREMENTS**

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 25 pounds. Requires occasional stooping, kneeling, crouching, or crawling. Work is generally performed in a medical center or office. Work involves occasional exposure to infectious disease. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to manage sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Possess awareness and sensitivity of various American Indian/Alaskan Native traditions, customs, and socioeconomic needs and ability to work effectively with diverse cultures.
4. Knowledge of regulations on the confidentiality of medical records (HIPAA).
5. Knowledge of medical terminology.
6. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
7. Ability to maintain professionalism, confidentiality, and objectivity under constant pressure and crisis situations. A breach of confidentiality or fraud is grounds for immediate dismissal.
8. Ability to make decisions independently in accordance with established policy and procedures.
9. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as electronic health record and electronic patient management systems, word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
10. Knowledge of principles and techniques of youth and family interventions.
11. Knowledge of principles and techniques of basic interviewing and assessment skills.
12. Knowledge and skills in crisis intervention.
13. Knowledge of community resources.
14. Ability to maintain effective working relationships with patients/clients, families and with other staff members.

### **QUALIFICATIONS**

1. High School Diploma or equivalent required. Bachelor's degree from an accredited college or university in Counseling, Social Work or related field preferred.
2. QMHA or Traditional Health Worker certification per Oregon state statute required.
3. 1 year of related behavioral health experience required.
4. Healthcare background and professional experience working with Native American patients is preferred.
5. Certification as a Drug and Alcohol Counselor is preferred.
6. Ability to organize and conduct group and recreational activities.
7. Ability to plan and organize work and complete assignments in a timely manner.
8. Adhere to all departmental performance standards.
9. Basic computer word processing skills
10. Current and valid Oregon driver's license in good standing with no insurability issues as determined by the Tribe's insurance carrier is required.