



**Job Title:** Health and Family Navigation Specialist

**Responsible to:** Program Manager

**Responsibilities:** The Health and Family Navigation Specialist is responsible for maintenance and implementation of programing in partnership with the South Dakota Department of Health to assist clients in obtaining screenings for early detection of cancer, performing preliminary screening for eligibility for cancer health services, and problem-solving barriers to appropriate utilization of health, cancer screenings, and other services. In addition, the position is responsible to leading the Helpline Center's subgrant award for WIC-CIAO project.

**Job Requirements:**

- Bachelor Degree preferred with one-year related experience and/or training; or equivalent combination of education and experience required.
- Strong written and oral communication skills
- Ability to learn and develop an online education tool and website
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to effectively trouble shoot complex issues
- Proficient in Microsoft office programs
- Offers of employment contingent upon acceptable background check

**Personal Qualifications:**

- Enthusiastic, teamwork-oriented attitude
- Ability to learn, operate and teach software programs
- Ability to establish and maintain effective working relationships with partner agencies
- Possess excellent organizational, written and verbal communication skills

**A. Provide referrals for screening for Early Detection Cancer Programs such as All Women Count! at the Helpline Center**

1. Maintain policies and procedures for the program and update as necessary.
2. Research appropriate referral sources, attend trainings and briefings on benefit programs and potential healthcare resources; keep apprised of services offered and eligibility requirements.
3. Research similar programs on best practices to implement
4. Participate in program evaluation to ensure projected goals are reached.
5. Provide monthly reports.

**B. Assesses, identifies and evaluates needs of contacts to 211 who indicate that they are in need of cancer screening**

1. Provide health services needs assessment including screening for cancer related issues; to educate, navigate, and connect the caller with the appropriate services to fulfill their needs.
2. Identify and refer clients to appropriate community resources, which may address the clients' additional health or other human service needs.
3. Provide advocacy when needed to assist women with scheduling screenings with providers.
4. Assist clients in accessing transportation for health related appointments.
5. Provide follow up on assigned clients to ensure services were provided.

**C. Respond to inbound calls/texts to the 211 Helpline.**

Date: May 2023

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information and referral contacts following policies and procedures.
3. Answer and provide appropriate assistance for listening & support contacts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.

**D. Lead the development and facilitation of the Helpline Center’s subgrant award for the WIC-CIAO project**

1. Develop and launch a self-paced “Helpline University” coursework available for public use statewide by case managers, nurses, social workers, and other direct service providers working with parenting adults of young children, beginning prenatally. The on-demand free cross-training will teach case managers how to run an individualized resource report for families across South Dakota.
  - i. Advocate for this training to be adopted as an essential onboarding training for direct service providers.
2. develop a front-facing landing page for young families and professionals supporting the families. Website will include resources, education materials, links, and have the capacity to run individualized reports based on location and situation. Promotion of resource portal and family resource landing page through channels across the state.
3. Attend outreach events, as necessary
4. Attend grant meetings as required

**E. Professionalism**

1. Support and carry out the mission of the agency.
2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations.
4. Follow agency policies, including personnel and programmatic.
5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff’s ability to reach goals and provide a high level of customer service.
6. Develop professional and personal growth through opportunities and involvement.

**Additional Duties**

At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Full-time, non-exempt position. Primarily days with one weekend every 6-8 weeks. Occasional evenings based on outreach events.

Employee	Date
_____	_____
Supervisor	Date
_____	_____

Date: May 2023