



### Job Description

**Job Title:** Service Navigator, All Doors Open

**Reports to:** Coordinator, All Doors Open

**Security Level:** 2

**Employment Classification:** Non-Exempt

#### PURPOSE OF POSITION:

The Service Navigator position is responsible for providing 360-degree referral navigation services for individuals and families in Tulsa County who are experiencing a housing crisis in the All Doors Open coordination center. All Doors Open is A Way Home for Tulsa's (AWH4T) coordinated entry system that defines how individuals and families access and are assessed and prioritized for housing solutions based on their vulnerability and unique needs.

#### ESSENTIAL JOB FUNCTIONS

In coordination with the All Doors Open program, Housing and Homelessness Division, other CSC Divisions, and community stakeholders:

- Provide support to individuals and families over-the-phone and occasionally face-to-face with the focus on assisting the individual or family member in connecting with available and needed community resources.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Perform screening, assessment, and application assistance for public and community services, when appropriate.
- Document accurately all client interactions in All Doors Open's systems.
- Provide frequent check-ins with individuals and families to assess progress toward resolution of their need(s).



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- Consistently documents unmet needs to assist in the identification of gaps in services that can be addressed through All Doors Open reporting.
- Collaborates with agency partners to increase occurrence of accurate referrals and ensure continuity of support for individuals and families.
- Maintains data entry standards by following data program techniques and procedures.
- Attend training and professional development opportunities as needed and assigned.
- Observe data sharing and confidentiality standards by adhering to the Health Insurance Portability and Accountability Act (HIPAA) and maintain HIPAA-HITECH training certification provided by the Community Service Council.
- Contributes to project overall effort by accomplishing related tasks as needed.
- Work collaboratively with All Doors Open team members and Housing & Homelessness Division to achieve common goals for positive community impact.



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### **REQUIRED QUALIFICATIONS**

- Basic understanding of homeless service systems and common definitions used for determining basic eligibility.
- Ability to quickly master new technology.
- Customer focus and adaptability to different personality types.
- Excellent verbal and written communication skills.
- Ability to maintain a strong balance of objectivity, compassion, and boundaries while working with vulnerable populations.
- Understanding of the importance of personal self-care and the ability to implement habits that promote personal well-being.
- High level of proficiency in web—based systems, real-time communication systems, MS Outlook.



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**Education and Experience**

- Bachelors degree or working towards degree completion, or any combination of continued education beyond high school and relevant experience.
- Experience providing case management or other direct service experience serving vulnerable, disenfranchised, or disadvantaged populations preferred.
- HIPAA-HITECH training certification provided by Community Service Council and required for handling of client data.
- Relevant experience and success working on team-based projects.

**Physical Requirements for The Position:**

Standing		Walking	F	Sitting	C
Lifting		Carrying		Pushing	
Pulling		Climbing		Balancing	
Stooping	O	Kneeling		Crouching	
Crawling		Reaching	O	Handling	
Fingering		Feeling		Talking	C
Hearing	C	Tasting/Smelling		Near Vision	C
Far Vision		Depth Perception		Color Vision	C
<i>Legend: C=Constantly, F=Frequently and O=Occasionally</i>					