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).
• 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.
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.
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:

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Legend: C=Constantly, F=Frequently and O=Occasionally