



VETERANS BRIDGE HOME
Care Navigator
JOB DESCRIPTION

OVERVIEW

Reporting to the Navigator Manager for daily operations, the Care Navigator (CN) works with the Community Engagement Team, the Care Intervention Team, and community collaboratives to identify SMVF (Service Member, Veterans, and Families) at risk for suicide or premature death. Care Navigators have an advanced understanding of service pathways corresponding to key Social Determinants of Health (Healthcare, Housing, Employment, Benefits, Social Enrichment, and Education) within a particular geography inclusive of rural counties and urban centers. The CN functions to strengthen community care teams using a whole health lens and skills to identify at risk clients engaged in the NCServes network through consultation with VBH staff and Community Care Providers. CN will monitor at risk client using Unite Us technology and other data bases and provide routine follow-up with clients and providers to promote initial and ongoing engagement with available community services.

PRIMARY RESPONSIBILITIES

- Maintains specialty knowledge of Mental & Physical Healthcare Delivery Systems (Emergency & Routine) as well as Peer Support Organizations across VBH's geographic footprint.
- Grows and maintains knowledge of Mecklenburg Housing Continuum of Care.
- Maintains knowledge of key organizations—programs, eligibility criteria, capacity, location, and referral process-- across VBH's geographic area of responsibility.
- Reviews, monitors, and takes appropriate actions on all health screening and outcome measures.
- Responsible for triage, emergency response, care coordination support, consultation, and follow-up for all SMVF identified with acute/chronic behavioral health needs and / or presenting with more than three basic needs (e.g., Housing, Healthcare, Employment), and / or presenting with historical risk factors shared with team.
- CN works closely with VBH team to identify SMVF in need of emergency suicide prevention services and refer to Cohen Clinic for in depth assessment, triage, and / or mental health referral.
- CNs work with staff and community providers to engage emergency behavioral health and housing resources as needed.
- CN will use technology referral platform, email, and collaborative meetings to ensure warm hand-offs to the VA (Veterans Affairs).
- CN will maintain a by name client tracker of all SMVF identified at risk of housing instability and/or premature death, make recommendations on care coordination priority, and follow up with staff and providers to ensure timely actions to support care.
- CN will consult with continuum of care service providers in case conference monthly to identify options and address barriers for those identified at Moderate to High Risk through screening process.
- CN will maintain a by name roster of and nurture relationships with key providers across VHA departments within VA Medical Centers in VBH geographic area of responsibility including but not limited to Social Work Services, Mental Health, Healthcare for Homeless Veterans (HCHV), Primary Care (PACT), Whole Health, Substance Abuse, Military2VA, Patient Transfer Coordinators, and Suicide Prevention.
- CN will maintain relationship with patient advocate office at VA Medical Centers to address concerns with care as they arise by SMVF enrolled in VBH care coordination program.
- CN will work with LME / MCO, SMVF, and CVEB (Community Veterans Engagement Board) Healthcare Workgroup to identify appropriate behavioral healthcare resources for SMVF ineligible for VHA.
- CN extends an invitation to participate in VBH navigation programs to all eligible SMVF identified at risk of suicide or housing instability.
- CN administers change plans and provides follow-up with all SMVF enrolled in VBH navigation programs.



- CN attempts to engage family members / natural supports of SMVF enrolled in VBH navigation programs to support family system wellbeing.
- Proficient utilization of suicide screening instruments (e.g., C-SSRS) and outcome measures as well as conducting behavioral health intake, triage, and emergency crisis response.
- Ensures timely, accurate, and secure documentation according to best practice guidelines across all technology platforms (UU, Greenspace, etc.).

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the essential functions.

- Professional experience in human services necessary, case management, and care of suicidal patients necessary.
- Master's Degree in Health & Human Services Preferred (e.g., Social Work, Psychology, Counseling)
- Completion of Curriculum and / or Continuing Education related to Caring for Suicidal Patients Necessary
- Military cultural competency (preference given to military service or military spouse).
- Critical Thinking Skills; Ability to navigate complex human systems and relationships.
- Problem Solving Skills
- The ability to develop trust and a positive working relationship with individuals, families, communities, and providers/organizations. Provide equitable, quality services across diverse clients and geography, regardless of funding.
- Organized with developed self-management skills. Able to work with multiple clients, providers, databases, and communication tools to support quality and efficient care delivery in a fast-paced environment.
- Proficiency in working with a web-based technology platform.
- Valid driver's license, access to reasonable transportation, and current auto insurance required.
- Patience: Awareness and appreciation of complex systems, teams, and individuals.
- Ability to work effectively in community and direct service settings.
- Conducts oneself in a manner consistent with the professional standards of Veterans Bridge Home.
- Contributes to VBH culture through the embodiment of its values, its leadership practices (e.g., self-reflection, self-leadership, and self-care), and the offering of one's strengths to contribute to mission success.
- Ensures eligible Service Members and Veterans are successfully enrolled in VHA.
- Available for consultation outside of regular business hours for consultation on at risk SMVF.
- Reinforces suicide prevention training and best practices with all key stakeholders.
- Seeks out and welcomes personal and professional feedback.

SALARY AND BENEFITS

- Full Time Hours: Schedule will be determined with supervisor to best support VBH navigation activities and client schedules. Some nights and weekends.
- Compensation will be determined based on education and experience
- Benefits include Stipend, Short Term Disability, PTO (Paid Time Off), 401k with match