

# Bartlett Regional Hospital

## POSITION DESCRIPTION

Pos #: 01.9866.411022

### POSITION CLASSIFICATION

(HR will complete blank shaded areas)

PCN:	01.9866.411022	Position Job Class Title:	Community Navigator (RRC)
Class Code:	411022	Band, Grade, Sub Grade:	B22
Salary Schedule:	General - 400	Work Schedule:	Days
FTE:	1.0 (3.0 FTE total)	Status Code:	FT
OT Eligibility:	Eligible <input checked="" type="checkbox"/> Exempt <input type="checkbox"/>	FLSA Exemption(s):	<input type="checkbox"/> Executive <input type="checkbox"/> Administrative <input type="checkbox"/> Professional <input type="checkbox"/> Computer
PX: No <input checked="" type="checkbox"/> Yes <input type="checkbox"/>	Classified: No <input type="checkbox"/> Yes <input checked="" type="checkbox"/>	Bargaining Unit:	<input type="checkbox"/> None <input checked="" type="checkbox"/> ILWU
Types of actions:	<input type="checkbox"/> Update Only	<input checked="" type="checkbox"/> New Position	<input type="checkbox"/> Change Classification
	<input type="checkbox"/> Class Study	<input type="checkbox"/> MQ Review	<input type="checkbox"/> Salary Review
	<input type="checkbox"/> Change Status	Other:	

Sub-Grading Results: 2 | 6 | 3 = 10 .

#### Body of work with the most difficulty, complexity, and highest level skill required for decision making:

This position is assigned to Band B: Processes and methods of operation are outlined in guidelines, regulations, and case management standards. Incumbent authority includes: Determining adverse application information and researching options to resolve discrepancies or potential barriers to health and social services; effectively advocating and guiding clients through complicated public program processes; and independently coordinating various services for multiple clients, each with different needs to consider.

**Complexity of Work:** Positions perform work that requires similar knowledge, skill, and ability related to the coordination of health and social services for members of the community. Incumbents must adapt to various situations and utilize their knowledge of public process and systems to achieve the goals set forth in a client's treatment plan and help access and receive services.

#### MQ's:

**Education:** High School diploma or the equivalent.

**Experience:** Two (2) years of providing any combination of behavioral health/substance use services, case management, community safety and education, homelessness and housing outreach, community organization and engagement services.

OR Six (6) months of experience as a Community Navigator or equivalent elsewhere.

#### Certifications/Licenses:

At time of appointment and for continued employment:

- Valid Alaska Driver's License

Within 90 days of appointment and for continued employment:

- BLS for Healthcare Provider
- Techniques for Effective Aggression Management (TEAM) & Behavioral Emergency Response Team (BERT) training.

**Other:** Qualified Addiction & Mental Health Professional as a Peer Support Specialist under the 1115 Medicaid Waiver (initiate process within 30 days of hire).

The above classification action(s) have been approved and reflect the current PD of record.

CCARTE

Approved by:	Cindy Carte, HR Manager	Date:	12/21/2021
Processed by:	Sarah Cole, HR Generalist	Effective Date:	12/12/2021

☐ Meditech-Job Code ☐ Meditech - Position Number ☐ Meditech - Pos ID ☐ API ☐ PAF (employee)

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### Section 1: Position Information

**"Position Information" lists the reason for the review and current information. Either type the correct information or if there is an option available select the correct answer.**

**Reason for Submission:** Update MQs and Supervisor.

**Current Position Title:** Community Navigator

**Official Working Title:**

**Department:** RRC

**Current Class Code:** 411022

**Supervisors' Title:** Behavioral Health Clinical Supervisor (CIS/Outreach)

**Supervisors' Pos #:** 01.6190.413052

**Date of Submission:** December 21, 2021

### Section 2: Position Summary

**"Position Summary" describes the overall purpose of this position. Using the space below provide a few sentences explaining the objective of your job and what needs to be achieved. The overall summary you provide will help to understand your duties in relation with other positions reporting to your supervisor.**

Under general supervision of the Behavioral Health Clinical Supervisor (CIS/Outreach), this position performs community outreach and engagement services for the Rainforest Recovery Center outpatients. The primary role is to be a patient advocate and assist clients to navigate a large variety of social services to ensure they receive and have access to the best resources and care. The majority of their work is conducted in the Juneau community.

Incumbents collaborate with a variety of community providers to coordinate medical care and social services for outpatients. Community providers and professional services used may include, but are not limited to, the CCF/R CARES 'sleep off' program, the AWARE shelter, medical practice providers, Alaska Housing Finance Corporation, Southeast Alaska Independent Living, Front Street Clinic, Polaris House, Glory Hall, Juneau Alliance for Mental Health, and other related agencies.

The position requires a high degree of tact, empathy, independence, and flexibility to effectively work with those who are underserved, vulnerable, experiencing homelessness or mental health issues, or are considered socio-economically disadvantaged community members. In addition, this position requires life experience in navigating or assisting others in navigating the various community systems (Behavioral Health, house, child welfare, employment, entitlement programs, etc.) with an approach that is problem solving in nature.

### Section 3: Employment Requirements

**It is an expectation that all BRH employees convey courtesy, display accountability, show respect, and achieve excellence through CARE Values.**

**Courtesy** – We act in a positive, professional and considerate manner, recognizing the impact of our actions on the care of our patients and the creation of a supportive work environment.

**Accountability** – We take responsibility for our actions and their collective outcomes; working as an effective, committed and cooperative team.

**Respect** – We treat everyone with fairness and dignity by honoring diversity and promoting an atmosphere of trust and cooperation. We listen to others, valuing their skills, ideas and opinions.

**Excellence** – We choose to do our best and work with a commitment to continuous improvement. We provide high quality, professional healthcare to meet the changing needs of our community and region.

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### Section 4: Primary Duties/Essential Functions

**Duty Statements.** List your duties, starting with the most important. Include the percent of time for each duty. All duties must total 100%. It is not necessary to include minor duties on which you spend less than 5% of your time, unless such duties are significantly important or critical to your job.

40%	<p><b>Community Outreach &amp; Engagement</b></p> <p>Navigators will deliver the following services (but not limited to) both at RRC and in the community and at RRC to identified patients/clients. These services are 100% reimbursable under the 1115 Medicaid Waiver:</p> <ul style="list-style-type: none"> <li>- Intensive Case Management</li> <li>- Care Coordination</li> <li>- Community Intensive Support.</li> <li>- Substance Use/Mental Health Treatment Advocacy</li> </ul>
40%	<p><b>Case Management &amp; Care Coordination</b></p> <p>Prepares and completes the following documents with first-time patients:</p> <ul style="list-style-type: none"> <li>• CE Intake and VIS</li> <li>• AHFC Application</li> <li>• Mainstream Voucher Application</li> <li>• AHFC ROI</li> <li>• SVdPHousing Applications</li> <li>• Coho/Chinook Housing Application</li> <li>• Gruening Park Housing Application</li> <li>• Public Assistance Application</li> <li>• Bartlett ROI</li> <li>• RRC ROI</li> <li>• AMHI ROI</li> <li>• Other applicable ROI</li> </ul>
15%	<p><b>Other Case Management/Care Coordination duties include but are not limited to:</b></p> <ul style="list-style-type: none"> <li>- Identify potential social service or medical needs and potential barriers to housing, jobs, or services.</li> <li>- Coordinate appointments, assists the client to complete required forms, transport to and from a variety of locations (airport, hospital, clinic, ferry, home, etc) and/or attend appointments with clients.</li> <li>- Obtain any missing documentation or information required for services including, but not limited to: ID, SS Card, Birth Certificate, Medicaid, Food Stamps, Medical Care, Meds, Mental Health Care, and Behavioral Health Treatment. Attend medical or social service appointments with clients; attend court sessions and advocate for the client as they work through the court system.</li> <li>- Pick up and deliver medications</li> <li>- Schedule special clinical evaluations with direction from a RRC clinical staff member</li> <li>- Finds clothing for patients, delivers food, ensures patients get to their appointments.</li> <li>- Enters client information into the Alaska Homeless Management Information System (AKHMIS Federal Requirement for the priority population served.</li> </ul>
5%	<p><b>Other</b></p> <p>Participates in BRH Case Conference meetings, Housing &amp; Homeless Coalition meetings, Community Action Planning meetings and ongoing RRC Clinical Supervision meetings.</p> <p>Other duties as assigned.</p>

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### Section 5: Decision Making and Judgment

**“Decisions Making and Judgement” is a factor HR will consider when determining the appropriate job classification and DBM rating.**

Provide two to three examples of decisions you make without consulting your supervisor.

- Carry out Case Management/Care Coordination services specifically outlined in patients’ Care/Treatment Plans.
- Provide initial outreach and engagement to individuals identified by community providers (JAMHI, Glory Hall, St. Vincent de Paul, AWARE) who may benefit from having an assigned Community Navigator.
- Initiate appointments (discharge, medical, housing, entitlements, etc.) with community resources as laid out in patient’s Treatment/Care Plan.

Provide two to three examples of situations in which you consult with your supervisor prior to acting.

- Patient agitation level increasing despite interventions/supports provided.
- Urgent safety events such as elopements, restraints, trends or concerns in the patient care system.
- Nursing or Physician related issues/concerns.

### Section 6: Supervisory Responsibilities and Authority

**“Supervisory Responsibilities and Authority” assists HR in understanding relationships between positions. By identifying supervisors and their direct reports, levels of supervisory authority is identified. At a minimum, supervisors hold direct reports responsible for the work performed and sign their performance evaluations. Lead duties include responsibility for assigning work, training staff, providing quality control of work, and monitoring workloads.**

**This position supervises direct reports:** Yes ☐ No ☒ (if “Yes” complete table below)

**This position has lead duties only:** Yes ☐ No ☒ (skip table below)

**Use the definitions for the acronyms listed below when making selections:**

**NA:** Position does not have authority to take action.

**R:** Effectively recommend action to their supervisor.

**PA:** Position must inform supervisor and obtain approval before taking action.

**CA:** Incumbent is authorized to take action without approval from their supervisor; must inform supervisor of any action taken.

POSITION TITLE	# of Incumbent	Schedule shifts	Provide training	Approve OT	Offer appointment	Offer promotion	Evaluate work	Approve timesheet	Discipline
		Select	Select	Select	Select	Select	Select	Select	Select

### Section 7: Position Requirements

**“Position Requirements” lists licenses, certifications or registrations that are required to perform the work assigned at the time of appointment to this position.**

**List required licenses, certifications or registrations:**

**At time of appointment and for continued employment:**

- Valid Alaska Driver’s License

**Other:** Qualified Addiction & Mental Health Professional as a Peer Support Specialist under the 1115 Medicaid Waiver (initiate process within 30 days of hire).

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### Section 8: Physical, Mental, and Environmental Conditions & Requirements

To comply with the Americans with Disabilities Act of 1990 as Amended (ADAAA), Occupational Safety Health Administration (OSHA), and Blood-borne Pathogens Standards, it is necessary to specify the physical, mental, and environmental conditions of the ESSENTIAL DUTIES of the job. Check the box that best describes the frequency of the activity or environment.

Use the following codes defined for use in completing this section:

**F:** Frequent, ESSENTIAL of the position

**O:** Occasional, up to 33% of the time; ESSENTIAL of the position

**NE:** Required, not essential of the position

**NA:** Not required of the position

PHYSICAL DEMANDS	F	O	NE	NA
Sitting	X			
Walking	X			
Standing	X			
Bending		X		
Stooping		X		
Twisting		X		
Squatting		X		
Kneeling		X		
Crawling				X
Climbing				X
Reaching above shoulder level		X		
Reaching below shoulder level		X		
Pushing and pulling up to 25 pounds		X		
Pushing and pulling up to 50 pounds		X		
Pushing and pulling more than 50 pound with assistance		X		
Lifting and carrying up to 25 pounds		X		
Lifting and carrying up to 50 pounds		X		
Lifting and carrying more than 50 pounds with assistance		X		
Simple/Light grasping using Left and/or Right hand		X		
Firm/Heavy grasping using Left and/or Right hand		X		
Repetitive motion of hands/fingers (keyboarding, turning pages)		X		
Fine manipulation/dexterity		X		
Use fine finger movements (twisting and pinching with fingers)		X		
Repetitive use of foot controls				X
Hold and handle objects		X		
Distance vision ( <i>clear vision at 20 feet or more</i> )	X			
Close vision ( <i>clear vision at 20 inches or less</i> )	X			
Distinguish colors ( <i>ability to identify and distinguish colors</i> )	X			
Peripheral vision ( <i>ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point</i> )	X			
Depth perception ( <i>three-dimensional vision; ability to judge distances &amp; spatial relationships</i> )	X			
Ability to adjust focus ( <i>ability to adjust eye to bring an object into sharp focus</i> )	X			

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Hearing conversations or sounds (e.g. alarms on equipment, patient call, overhead page, instructions from physician/department staff)	X			
Hearing via radio or telephone	X			
Communicating through speech	X			
Communicating through writing and reading	X			
Distinguishing odors by smell			X	
Distinguishing tastes			X	
Use of hazardous equipment			X	
Others not listed above				X
MENTAL DEMANDS	F	O	NE	NA
Read and comprehend	X			
Write	X			
Perform calculations			X	
Problem solving	X			
Reason and analyze	X			
Multi-task	X			
Work cooperatively with others	X			
Direct, control and plan	X			
Perform under constant or changing deadlines	X			
Manage confidential information	X			
Comprehend and follow instructions	X			
Make presentations to public forums or committees	X			
Manage or lead the work of others				X
Others not listed above				X

ENVIROMENTAL	F	O	NE	NA
Driving cars, trucks, emergency vehicles	X			
Exposure to electrical current (not outlets)				X
Exposure to insect bites/stings				X
Exposed to changes in temperature and/or humidity				X
Work at heights (towers, poles)				X
Works in confined spaces				X
Work in/exposure to wet, humid conditions (non-weather)				X
Work in/exposure to extreme cold (non-weather)				X
Work in/exposure to extreme heat (non-weather)				X
Work in/exposure to inclement weather				X
Work near/around moving mechanical parts				X
Work near/around moving machinery				X
Exposure to electrical shock/current (not outlets)				X
Exposure to vibration				X
Exposure to radiation				X
Exposure to/work with explosives				X
Exposure to dust, chemicals, fumes, or airborne particles				X
Exposure to toxic or caustic chemicals				X

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ENVIROMENTAL	F	O	NE	NA
Exposure to infection, germs, or contagious diseases	X			
Exposure to blood, bodily fluid, or materials potentially contaminated by blood or body fluids				X
Exposure to needles or sharp implements				X
Exposure to excessive noise				X
Use of hot equipment (e.g. lab equipment)				X
Exposure to high noise levels				X
Exposure to violent/aggressive behavior		X		
Restraining/grappling with people in a behavioral unit		X		
Other not listed above:				X

### Work Assignments:

Select conditions of work assignments by clicking on applicable boxes.

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Must comply with all workplace health and safety requirements.  | <input checked="" type="checkbox"/> Must be willing to work overtime.            |
| <input checked="" type="checkbox"/> Must be willing to work shifts.                                 | <input checked="" type="checkbox"/> Must be willing to work nights and weekends. |
| <input checked="" type="checkbox"/> Must be available for alternate work schedule.                  | <input type="checkbox"/> Must be available for on-call assignments.              |
| <input checked="" type="checkbox"/> Travel outside of normal business hours & outside normal hours. | <input type="checkbox"/> Travel, to include overnight stays.                     |
| <input type="checkbox"/> Others:  |  |

### Comments:

### Certifications:

I have reviewed this position description and certify that all the information cited above is accurate and complete to the best of my knowledge.

Employee:

Date:

Supervisor:

Date:

Department Director:

Scott Heaton

Date: 12/30/2021

Signature: Scott Heaton  
Scott Heaton (Dec 30, 2021 12:24 AKST)

Email: sheaton@bartletthospital.org

Signature:   
Email: ccarte@bartletthospital.org

# Community Navigator-RRC.12.2021

Final Audit Report

2021-12-30

Created:	2021-12-30
By:	Sarah Cole (scole@bartletthospital.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAARFApLiTD8_3gSkAUFiVpcrF6AhvTN6

## "Community Navigator-RRC.12.2021" History

-  Document created by Sarah Cole (scole@bartletthospital.org)  
2021-12-30 - 9:05:39 PM GMT
-  Document emailed to Scott Heaton (sheaton@bartletthospital.org) for signature  
2021-12-30 - 9:06:19 PM GMT
-  Email viewed by Scott Heaton (sheaton@bartletthospital.org)  
2021-12-30 - 9:23:49 PM GMT- IP address: 54.215.213.243
-  Document e-signed by Scott Heaton (sheaton@bartletthospital.org)  
Signature Date: 2021-12-30 - 9:24:17 PM GMT - Time Source: server- IP address: 199.116.8.7
-  Document emailed to Cindy Carte (ccarte@bartletthospital.org) for signature  
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-  Document e-signed by Cindy Carte (ccarte@bartletthospital.org)  
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-  Agreement completed.  
2021-12-30 - 9:49:09 PM GMT