

From: [Emily Kane](#)
To: [Dallas Hargrave](#); [Michelle Hale](#); [Di Cathcart](#)
Subject: Senior resource specialist
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Attachments: [Community Navigator-RRC.12.2021.pdf](#)

Hello Mr Hargrave

I have chaired the Juneau Commission on Aging for 6 years and maintain a small clinical practice in the community. I am writing to inform you of one of the goals the JCOA is working on: help create a permanent job position within CBJ to serve as an advocate and comprehensive navigator for the myriad services required by our aging population such as housing, healthcare/homecare/hospice, transportation, recreation/social engagement, legal and finance/wills/taxes.

Such services are scattered around various agencies such as CCS, SAIL, Central Council and Bartlett Hospital but nowhere is there a focus on the needs of seniors.

I was thinking your Department might be the best fit.

Below is a sketch of the job duties. The Juneau Commission on Aging is still in the exploratory stages for this idea. I look forward to your thoughts on the feasibility of this proposal coming to fruition in the next 2 years or so or any other ideas you might have to share on the topic of senior services within CBJ.

narrative job description:

Eldercare Navigator

Reports to: Director, Division of Human Resources/CBJ

Job mission: Bring eldercare providers together to problem solve mutual issues, share program information, and be a collaborative force for change.

Position Summary:

The Eldercare Navigator (could also be known as Senior Services Officer) is a member of the CBJ Human Resources team who helps individuals 60 and over and their families' overcome barriers to quality of life resources. Those barriers may include access to services, insurance, or lack thereof, poor literacy, transportation, unsafe or inadequate housing security, and others. This position will serve individuals and families throughout Southeast Alaska. The Eldercare Navigator will have a good understanding of the Southeast communities to be served. The Eldercare Navigator will work closely through the Catholic Community Service Senior Center System to engage rural clients and providers. The Eldercare Navigator will build effective working relationships with regional agencies and stakeholders, and especially with their clients, helping to support, educate and assist clients to navigate the complex landscape which factors into quality of life as we age. They need to be able to identify their clients' physical, emotional, and cultural needs, facilitate appropriate referrals, and help clients access appropriate resources to meet their specific needs.

Responsibilities:

Facilitate direct care to clients needing eldercare services:

- Provide information and referral to seniors, family members, other agencies, etc. via one-on-one supportive counseling and assistance to ensure successful linkage to services.

- Establish close relationships with and serve as primary point of contact for clients upon initial service.

- Observe, report, and assess client capacity for self-care.

Identify and arrange for services with individual's consent.

Provide outreach and support to rural communities through travel (as needed), telephone or zoom and in clients' home as needed to exchange information.

Identify resources for clients to overcome barriers to care, such as transportation, housing, and childcare arrangements.

Follow up to ensure services have been secured or determine if more assistance is needed.

Maintain strict confidentiality in accordance with agency policies.

Maintain documentation of all client encounters and complete reporting requirements according to organization standards.

Track client information, schedules, files, and forms in a confidential manner. Assist with development of forms and tracking documents.

Track client progress and satisfaction with services on a periodic basis.

Attend and represent the CBJ at professional conferences, in-service trainings, community events, and meetings at the request of or with the approval of Director.

Execute necessary reporting requirements.

Meet regularly with stakeholder agencies to coordinate and share information, track progress, identify opportunities to collaborate, etc.

Other duties as assigned.

Core Competencies:

Experience with and/or willingness to learn about different cultures to enhance personal and professional relationships with people of diverse backgrounds and to enhance activities, products, and goals with cultural sensitivity.

Commitment to the Independent Living Philosophy, which arose out of the Civil Rights Movement and seeks equity, access and inclusion for seniors who may or may not experience a disability but desire independence.

Commitment to the mission of care coordination and an interest in working with elderly clients.

Passion, trustworthiness, and empathy when working with clients.

Ability to build relationships with different types of people, including clients, organization members, and health care providers.

Good communication and interpersonal skills and the ability to speak concisely to clients and family members.

Excellent organization and time management skills, especially relating to confidential client material and appointment tracking.

Flexibility and adaptability in response to changing client and health care provider' needs

Requirements:

Minimum high school degree or some college education

Strong understanding of cultural competency with the target population

Computer literacy

Exposure to issues of death and dying

Regional and local travel

Some evening and weekend work required

This position is eligible for a flexible work schedule Annual Salary: \$60,000 (Similar to Case Manager Position at CCS) Benefits: Calculation: 30% of Salary including retirement allocation, paid leave and holidays, health insurance negotiable.

I also attach a Bartlett/CBJ job description for a navigator at the hospital. The hospital does have navigators, but they help patients of all ages "navigate" within the hospital system and then get connected to post acute services. Because of our changing demographics (the number of people in SE Alaska aged 65+ will double between 2020 and 2040, and currently is

growing faster than the preschool age demographic) the JCOA believes it is crucial to proactively and holistically address the need for focused senior services going forward.

I look forward to meeting you!

Cheers

Emily Kane