

RIVERSIDE COMMUNITY HEALTH FOUNDATION POSITION DESCRIPTION

Position Title: Health Education Navigator

Reports To: Director of Community Health Programs

FLSA Status: Non- Exempt

Position Summary: Responsible for program planning, development, and conducting presentations to increase community education opportunities to target populations in various community settings. Serves as point of contact for clients and caregivers to provide resources and assistance in accessing services offered within and outside of RCHF programs. Facilitates client appointments, fosters relationships with clients and other care providers to assist clients in accessing the support services they need to successfully navigate their health improvement journey. Provides leadership over assigned educational areas and identifies health needs to plan, implement, and evaluate effective health education programming relative to the strategic direction of the organization.

Position Responsibilities:

1. Design and implement health education programs designed to increase awareness and knowledge for the improvement of health in a community. This includes implementation and evaluation of National Health Observance activities.
2. Function as a liaison between clients, families, outpatient clinics, primary care physicians, social service providers, and other support services.
3. Work to ensure social inclusion among client population of program.
4. Foster and maintain professional relationships with clients and partnering service providers; Assist with the development and cultivation of relationships with community leaders, agencies, and outreach organizations.
5. Assist clients with available resources, including educating eligible clients about appropriate community resources and support, both offered internally and externally.
6. Keep abreast of changes in health education, technology, navigation standards, and disease-related support service standards to keep health education program material and client navigation services relevant and current.
7. Attend annual trainings to remain current in outreach and client navigation standards and share knowledge with organization staff members
8. Establish and maintain ongoing relationships with community medicine and health education partners, outreach workers, community/faith-based organizations, and other community and governmental agencies.

9. Assist with the coordination of community and client programs, which includes but is not limited to classes, support groups, and special events (i.e. Pink on Parade and SoCal Women's Cancer Conference).
10. Develop concise client intake summaries, and document recommendations made utilizing standardized care protocols in accordance with nationally recognized care guidelines.
11. Assist with the development and implementation of evaluation tools required in evaluating the effectiveness and quality of programs in health education.
12. Attend and represent RCHF in identified community meetings.
13. Prepare individual reports for program and organizational needs.
14. Actively participate in RCHF strategic and ongoing program and department planning.
15. Develop and update annual program and individual work plan / scope of work.
16. Participate in a minimum of ten (10) RCHF community events and health fairs annually.
17. Assists with grant writing tasks as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor's Degree in community health, health education, or related field. Background in Social work, behavioral health, or counseling preferred. Client Navigation Training/Certification and/or Certified Health Education Specialist (CHES) preferred.

Experience: Minimum of two (2) years related experience, including contribution to moderately complex aspects of a project, and one (1) year of experience in customer service and women's health.

Knowledge & Skills:

- Ability to implement professional and community-based education programs
- Ability to develop and conduct health education presentations on various topics
- Ability to contribute to moderately complex aspects of a project
- Ability to work independent and collaborative in nature
- Possession of problem solving, decision making and critical thinking skills
- Ability to effectively interact with a diverse community population
- Ability to work independently with minimal supervision; self-motivated
- Possession of high degree of organizational skills
- Possession of good verbal and written communication skills
- Ability to maintain poise and exercise diplomacy in contacts with partners, visitors, and fellow workers
- Proficiency in operation of various office machines and computer software programs
- Ability to set goals and to work toward meeting those goals in an organized manner
- Ability to maintain the highest level of confidentiality in all work assigned
- Ability to read, write, speak, and communicate in English
- Bilingual in Spanish preferred
- Ability to present a professional appearance both in dress and demeanor
- Ability to sit or stand for 5-6 hours, walk, bend/stoop, and twist/turn for up to 1-2 hours
- Ability to stand up/lift, lift and carry, lift overhead, and push/pull up to 10lbs

President/CEO

Date

I have carefully read and understand this job description. In addition, I can state for the record that I am able to perform all job requirements/functions as listed.

Health Education Navigator

Date