
Job Title	After Care Navigator
PVN ID	PH-2111-004352
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PUBLIC HEALTH & HEALTH POLICY

Department

Status	Part Time
Hourly Rate	\$27.00-\$27.00
Hour(s) a Week	16.00-34.00
Closing Date	Jan 01, 2022 (Or Until Filled)

General Description

Purpose of Position:

Under the supervision of an AfterCare Navigator supervisor, the AfterCare Navigator performs remote work in support of H+H's Test and Trace's AfterCare Program. AfterCare Navigators survey individuals who were diagnosed with COVID-19 ("Cases") and have completed their Test & Trace monitoring, but who may require a continuation of assistance. The AfterCare Navigator will connect Cases with identified resources and elevate complex cases to respective supervisors. AfterCare Navigators are expected to follow all scripts, policies, and procedures provided through training and to comply with appropriate handling of confidential information. All work must be conducted in a professional and confidential manner. This is a temporary position that may be staffed full- or part-time depending on demand.

Examples of Typical Tasks:

1. Conducts telephone calls with persons diagnosed with COVID-19 and have completed their Test & Trace monitoring.
2. Identifies the needs of AfterCare client and connects them to the available solutions provided through the AfterCare program. This could include resources for physical health, mental health, community support, and financial support, and other programs to help those with Long COVID.
3. Connects client with needed resources through various platforms.
4. Communicates with clients in a professional and empathetic manner.
5. Collects and records information obtained from the resource interview and inputs it into the data systems in accordance with standard operating procedures.
6. Follows approved scripts and protocols, provides AfterCare clients with vetted information about local community resources.
7. Elevates complex cases to AfterCare Navigator Supervisors.
8. Maintains daily communication with assigned Supervising AfterCare Navigator.
9. Protects and maintains individuals' privacy and confidentiality.

10. Manages assigned caseload and ensures prompt and accurate data entry and follow-ups with Cases and escalates complex cases to supervisor, as appropriate.
11. Recognizes, documents, and alerts the supervisor of trends in customer calls.
12. Checks records for accuracy of information and for conformity with established policies and procedures.
13. Effectively communicates and demonstrates the System's acknowledgment and awareness of diverse health-related needs and concerns to patient, family members, caregivers, staff and the community.
14. Provides Resource Navigation Services, as requested by HRO or tis designee or as dictated by program need.
15. Other duties as assigned

Other Duties

See Above

Qualifications

Qualification Requirements:

- Two years of coursework or equivalent experience in social or human services or related fields (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field)
- Familiarity with and experience working in New York City health systems or social/human services.
- Candidates preferred to have experience working with community resources and social services in different parts of New York City that can inform connecting patients with COVID and their families to local resources. (Please indicate what location on your application)
- Speaking more than one language fluently is a distinct advantage; please mark this on your application
- Excellent interpersonal skills and ability to interact professionally with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress.
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Ability to exhibit a professional, positive attitude and work ethic
- Ability to show empathy and be nonjudgmental toward distressed individuals
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Have a demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g., people of color, LGBTQ+ people, immigrants, justice involved persons, etc.)
- Strong computer proficiency using standard office software programs required, in particular Microsoft Office
- Ability to utilize technology in daily work; experience with web-based applications
- Access to wireless internet required at the location the AfterCare Navigator will be remotely conducting their work. It will need to be assessed how best to ensure a reliable, fast internet connection.
- Familiarity with standard Windows laptops, which will be provided by the program. Program laptops will serve multiple functions, including connection to Salesforce, data recording, resource list management

and searching, and may include a soft phone application.

- New York City Resident preferred and familiarity with New York City neighborhoods, communities, and boroughs required.
- Candidates of highly impacted communities are strongly encouraged to apply
- Call center operating hours are initially planned as 9AM-9PM, seven days per week, but may vary.
- Expected Start Date: January 3rd
- Expected Hours: 16-34 hours/week
- Must be a current CUNY student, CUNY Alumni or CUNY instructor

Please include a cover letter with your resume in one document.