



Job Title	Resource Navigator Supervisor
PVN ID	PH-2204-004738
Category	Administrative Services
Location	CUNY SCHOOL OF PUBLIC HEALTH & HEALTH POLICY
Department	
Status	Full Time
Hourly Rate	\$34.00-\$34.00
Hour(s) a Week	35
Closing Date	May 06, 2022 (Or Until Filled)

General Description

Resource Navigator Supervisor Purpose of Position:

Performs remote work in support of the citywide COVID-19 response related to oversight, support, and trainings for connecting New Yorkers with the resources they need to safely isolate or quarantine, with alternative work schedules and/or compressed work weeks. Supervises Resource Navigators conducting COVID-19 resource interviews, including assessing case and contacts for services in support of isolation/quarantine and connecting them with identified resource needs. Ensures that Resource Navigators follow all scripts, policies and procedures provided through training. Ensures compliance with training regarding handling of confidential information and periodically evaluates and provides training to Resource Navigators. This is a temporary position that may be staffed full- or part-time depending on need.

Examples of Typical Tasks:

1. Oversees, trains, and supports the work of Resource Navigators engaged in interviews assessing resource needs and linkage to Maintains daily communication with their Resource Navigators, as assigned.
2. Provides guidance to Resource Navigators to ensure that resource interview activities are conducted, according to applicable protocols, policies and procedures; provides ongoing refresher trainings and in a confidential
3. Conducts case reviews with Resource Navigators to ensure comprehensive and high quality interviews, when
4. Establishes schedules and check-ins with Resource Navigators and ensures appropriate monitoring of attendance and performance, including use of electronic monitoring methods, such as messenger and
5. Deep understanding and knowledge of local community services and resources
6. Identify community needs amongst COVID-19 patients and search for local This could include food banks, mental health services, visiting nurses, and other community programs helping patients in need and/or

- people in isolation or quarantine
7. Connections and collaborations with local CBOs to collect vetted resources and services and disseminate to resource navigators
 8. Conducts routine quality assurance monitoring to ensure that data are appropriately collected and entered into the data system; troubleshoots and follows-up on data
 9. Provides leadership with ongoing feedback on protocols, data collection instruments and systems to enhance their effectiveness and efficiency in meeting quality
 10. Collaborates with the appropriate NYC H + H and other City agencies to ensure updated resource lists are used during interviews, including information on referrals to social and health services.
 12. Ensures the effective communication and demonstration of the System's acknowledgment and awareness of diverse health-related needs and concerns to patient, family members, caregivers, staff and the community.
 13. Analyzes trends in case details, recognizes case issues, proposes solutions and appropriately escalates to
 14. Protects and maintains individuals' privacy and
 15. Provides supervision for AfterCare Navigation Services, as requested by HRO or its designee or as dictated by program
 16. Performs related

Qualification Requirements:

- Master's degree or six years of experience in social or human services or related field (social work, human services, community/public health, sociology, psychology, mental health counseling, or related field)
- Licensed in social work, mental health counseling, or related field preferred
- Leadership and managerial experiences in a New York City community-based or social/health services organization preferred
- Familiarity with and experience working in New York City health systems, social services or care/case management preferred
- 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 (Please indicate what location on your application)
- Speaking more than one language fluently is a distinct advantage; please mark this on your application
- Ability to exhibit a professional, positive attitude and work ethic
- Excellent personal skills and the ability to professionally interact with people from diverse cultural, racial, ethnic, gender, and socioeconomic backgrounds during a time of crisis and distress.
- Ability to show empathy and be nonjudgmental toward distressed individuals
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Strong computer proficiency required using standard office software programs, in particular Microsoft Office, and web-based applications
- Access to wireless internet required at the location the Resource Navigator will be remotely conducting their
- Familiarity with standard Windows laptops, which will be provided by the Program laptops will serve

multiple functions, including connection to Salesforce, data recording, resource list management and searching, and may include a soft phone application.

- A personal mobile A headset is preferred.
- Ability to understand the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.
- Demonstrated commitment to supporting communities who have experienced systemic oppression and bias (e.g. people of color, LGBTQ+ people, immigrants, justice involved persons, etc).
- Candidates of highly impacted communities are strongly encouraged to
- Call center operating hours are initially planned as 9AM-9PM, seven days per week, but may
- These roles are expected to include shift
- Additional selection criteria may include: experience successfully working as a resource or aftercare navigator, demonstrated leadership while in the navigator role, willingness to take on additional tasks as a navigator to support programmatic improvements, openness to feedback from peers and supervisors.

Other Duties

Qualifications
