
Job Title	Aftercare Navigator Supervisor
PVN ID	PH-2206-004887
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PUBLIC HEALTH & HEALTH POLICY
Department	
Status	Full Time
Hourly Rate	\$41.18
Hour(s) a Week	35
Closing Date	Jul 22, 2022 (Or Until Filled)

General Description

Performs remote work in support of the Citywide COVID-19 response related to oversight, support, and trainings for connecting New Yorkers with AfterCare resources. Supervises AfterCareNavigators conducting AfterCare resource interviews, including connecting COVID-19 Cases with identified resource needs. Ensures that AfterCare 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 AfterCare Navigators. This is a temporary position that may be staffed full-or part-time depending on need.

Other Duties

1. Oversees, trains, and supports the work of AfterCare Navigators engaged in interviews assessing resource needs and linkage to services. Maintains daily communication with their AfterCare Navigators, as assigned. Ensures supervisees receive adequate support and oversight.
2. Provides guidance to AfterCare Navigators to ensure that resource interview activities are conducted according to applicable protocols, policies, and procedures; provides ongoing refresher trainings and in a confidential manner.
3. Conducts case reviews with AfterCare Navigators to ensure comprehensive and high quality interviews, when necessary.
4. Establishes schedules and check-ins with AfterCare Navigators and ensures appropriate monitoring of attendance and performance, including use of electronic monitoring methods, such as messenger and email.
5. Has an understanding and knowledge of identified local community services and resources
6. Identifies common needs amongst Cases with Long COVID and searches for local solutions.
7. Connections and collaborations with local CBOs to collect vetted resources and services and disseminate to AfterCare 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 errors.

9. Provides leadership with ongoing feedback on protocols, data collection instruments and systems to enhance their effectiveness and efficiency in meeting quality objectives.
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.
11. 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.
12. Analyzes trends in case details, recognizes case issues, proposes solutions, and appropriately escalates to management.
13. Protects and maintains individuals' privacy and confidentiality.
14. Provides supervision for Resource Navigation Services, as requested by HRO or its designee or as dictated by program need
15. Other duties as assigned

Qualifications

- 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 resources. (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 is required at the location the Aftercare Navigator will be remotely conducting their work.
- 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.
- A personal mobile device. 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 apply.
- Call center operating hours are initially planned as 9AM-9PM, seven days per week, but may vary.

-These roles are expected to include shift work.

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.