



Administrative Office
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Service Navigator

Position Summary

The Service Navigator will be responsible for providing effective service delivery within the emergency and in-patient departments of **St. Joseph Memorial Hospital**. The Service Navigator will conduct homeless outreach by positively affecting and building trust with individuals that are experiencing homelessness within the **St. Joseph Memorial Hospital** system through service and system navigation, case management, and enrollment in the Coordinated Entry System for Shelter & Housing in Sonoma County. This position will require close care coordination with hospital personnel and the Coordinated Entry Service Navigation team to ensure that individuals' physical and social needs are met. This non-exempt, part-time position (24hrs/wk) is at \$17.50 per hour.

Essential Functions

- Conduct initial VI-SPDAT and HUD Assessments with homeless individuals with the objective of determining the appropriate needs and interventions.
- Divert or link individuals with appropriate supportive services. This could include emergency shelter, temporary housing, permanent housing, homeless prevention, Rapid Re-housing or other services needed.
- Stay connected with individuals to ensure all appointments and linkages are completed.
- Provide support and advocate to ensure individuals successfully transition into services.
- Maintain accurate and timely case notes to document service encounters.
- Facilitate and maintain community relationships to create referral pathways for program participants into Catholic Charities' and other community programs.
- Be thoroughly familiar with the policies and procedures guiding the work of this position in particular

and the program or department overall. Perform job functions in line with these policies and procedures.

- Develop and manage a comprehensive outreach/ working relationship with all stakeholders, staff, and participants, establishing and maintaining positive working relationships.
- Ensure that all COA standards of care are followed and that data entry and exit information is timely entered into the HMIS system. Maintain client intake documentation and forms.

Other Responsibilities

- Work closely with hospital discharge workers and emergency room personnel to ensure proper care coordination and whenever possible discharge to appropriate programming.
- Provide help with storage and transportation needs, ensuring medical follow-up and other services are provided as needed.
- Participate in trainings required by health care system.
- Perform other related duties as assigned.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

- Associates Degree in a social service field, required. Bachelor's Degree preferred.
- Two (2) years previous experience working with individuals and/or families experiencing homelessness and case management experience or similar work experience, preferred.
- Ability to work independently and possess strong time management skills. Strong ability to manage time using online or paper calendar.
- Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies. Previous experience assessing and referring individuals to various community resources, a plus.
- Computer literacy required. Working knowledge of Word, Excel, and Outlook programs. Familiarity with internet based tools (webmail, google calendar, webtime etc.)
- Strong interpersonal skills, cultural competence and ability to employ sensitivity in building rapport with clientele.
- Creative problem solving skills.
- Strong written and oral communication skills.
- Ability to work as part of a team, as well as independently.
- Bilingual (Spanish/English) preferred but not required.
- Valid California driver's license and legally required insurance (a CA minimum).

- Willingness to travel, as driving is required.
- Must successfully pass fingerprinting at start of employment.

Physical Requirements

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing
- Occasionally may be required to lift items up to 10 pounds to a height up to 7 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 50 feet.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.