



ROOTED TOGETHER VILLAGE

AGING IN COMMUNITY

POSITION OPENING

Community Resource Navigator

The Community Resource Navigator (CRN) position is a part-time (up to 20 hours per week), non-clinician role which functions in the coordination and management of non-medical supportive services and resource navigation for Community ConneXor's Rooted Together Village – Aging in Community (Village).

Key performance indicators include, but are not limited to community outreach and education, access and coordination of resources, navigation of health and social services support systems, and completion of Health Risk and Social Determinants of Health Screenings/Assessments. The work is split between in-person events in the North Nashville area and telephonic engagement of Village members.

CRNs will directly assist Village members, older and disabled adults, in the North Nashville community with information, tools and resources necessary to improve their health and well-being to successfully age in the community outside of institutional settings. CRNs, as essential members of the Village team, will also help design and implement systems and interventions to ensure members have access to and knowledge of resources, and are consistently provided any needed navigation support.

CRNs will perform other duties that assist in keeping the company's operations organized and functional.

CRNs perform the following essential functions:

- Adhere to Community ConneXor and HIPAA Privacy and Security policies, guidelines, and standards to ensure that patient and company data is properly safeguarded.
- Host and participate in community-based events including events where COVID-19 and influenza vaccination clinics will be present.
- Schedule vaccination appointments at co-hosted events with Vaccines For All (VFA) and arrange for transportation to vaccination sites (as needed).
- Conduct outreach, education, and decision support to older adults and people with disabilities regarding COVID-19 and Influenza vaccines.
- Digitally disseminate culturally appropriate, credible health information about COVID-19 vaccine and influenza vaccines and assist older adults and those with disabilities with questions about additional sources or information.
- Identify people who may experience barriers in getting COVID-19 and Influenza vaccinations, including those who are unable to independently travel to a vaccination site, or who require language, personal assistance, or other support.
- Screen for and coordinate other non-medical health related human and social service needs in-person at events or by telephone.
- Provide referral services and personal navigation support to older adults and people with disabilities.

- Conduct reminder calls/send SMS and email messages in advance of scheduled appointments arranged by the CRN on behalf of a Village member.
- Access and record data in the Community ConneXor service management and closed loop referral platform.
- Attend meetings, training, and other events as required.

Qualifications

- Resident of Nashville, preferably the North Nashville community
- High school diploma or GED required.
- The Village will utilize CRNs, either trained as Community Health Workers or willing to enroll in a pathway to Community Health Worker certification). Community ConneXor will coordinate the Community Health Worker training for the individuals not already certified or enrolled in a program.
- Maintain a U.S. valid driver's license with current auto liability insurance

Knowledge, Skills, and Abilities

- Computer skills required including various office software and the internet; experience with MS Office software preferred.
- Excellent communication skills – oral and written.
- Great organizational and time management skills
- Sensitivity to diversity of cultures, language barriers, health literacy and educational levels
- Knowledge of medical terminology
- Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Able to shift strategy or approach in response to situational demands when requested.
- Working Conditions
- The job environment is a hybrid-environment to include community settings and telephonic engagement.
- “Hands-on” clinical treatment or counseling is NOT permitted when performing duties for the organization.
- Contact with various members, providers, and community partners to ensure coordination of services is required.
- Must be able to utilize office equipment, computer, keyboard, and phone with or without assistive devices.
- Repetitive wrist motion and occasional lifting/carrying is required.
- Travel using a personal vehicle will be required within the North Nashville area.

To Apply:

Please email your resume to navigatorapplicant@rootedtogethervillage.org

Details:

- Date Posted: August 17, 2023
- Position Closing: August 31, 2023
- Type: Part-Time
- Job Function: Programs and Service Delivery
- Start Date: Negotiable
- Salary Range: \$15-17 per hour plus any travel expenses.
- Working Hours: Up to 20 hours/week, days and hours vary