

**Title:** Health Navigator II / CalFresh Program Coordinator

**Time Commitment:** 20 hours a week

**Program:** Health Access Program, Prevention Services

Wednesdays & Fridays 9:00 AM-5:30 PM, Thursday 9:00 AM-1:00 PM

### **Organization**

Street Level Health Project is an Oakland-based non-profit organization dedicated to improving the health and well-being of underserved, urban, immigrant communities in the Bay Area. Street Level is "a safety net of the safety net" and serves as a point of entry to accessing health and other services for those most often overlooked and neglected, namely the uninsured, underinsured, and recently arrived.

### **Wellness and Prevention Program**

Street Level is seeking a fierce client advocate with strong community building experience to support our Wellness and Prevention program. We believe that a central component to health is building strong communities, and empowering low-wage workers and uninsured people to access local resources and advocate for themselves. Our Wellness and Prevention program addresses health needs beyond clinical care by providing nutritious foods, community space, group health promotion activities and drop-in support in accessing local resources. The Health Navigator will collaborate with the Wellness and Prevention team to provide drop-in assistance to community members with both simple and complex needs 1-2 days a week. Under the direction of the Health and Wellness Program Manager, Health Navigators will support SLHP clients across program areas to access services both within our agency and from external partners/service providers.

### **Health Navigator Responsibilities**

#### *Drop-in Referrals, Advocacy and Case Management*

- Assist clients with check in and general orientation of services as they enter the space.
- Provide basic needs referrals, make ID cards, distribute condoms and hygiene packets.
- Provide basic health navigation assistance and advocacy including translating documents, assistance with basic applications, and assistance with link clients to services.
- Provide one-on-one assistance and advocacy for high-risk clients accessing housing, legal and basic need services.
- Help create a safe and inclusive drop-in space that creates access to services.

#### *CalFresh Program Coordination*

- *Conduct monthly outreach, prescreenings, and education with community members related to the CalFresh program.*
- *Provide high-quality CalFresh application Assistance using online application portals (GetCalFresh.org, MyBenefitsCalWIN).*
- *Ensure all information is tracked on online database programs (Oasis Insight , Salesforce)*

- *Ensure client information is maintained confidential at all times.*
- *Participate in onsite and/or in-person meetings with Food Bank contact as needed.*

#### *Food Program and Outreach Support*

- Support community volunteers in set-up, distribution, and clean up of foodbank on Thursday mornings
- Provided coverage to support food bag program enrollment and general registration needs on Monday and Friday mornings.

#### *Program Support*

- Utilize Salesforce to track participant information, referrals and case notes.
- Support SLHP staff in their work: problem solving, providing and receiving feedback, mutual emotional support, offering a second opinion or perspective
- Serve as a liaison to agencies across services sectors to ensure access to services, including site visits to area agencies to nurture referral relationships.
- Participate in weekly **Thursday staff meetings 11-1pm.**
- Assist with creating, translating, and editing basic program documents
- Maintaining Salesforce records updated with current information on referral partnerships.

#### **Required Qualifications**

- BILINGUAL IN ENGLISH AND SPANISH, strong written and verbal skills (no exceptions).
- Excellent communication, experience with facilitation and mediation skills in trauma impacted communities.
- Comfortable engaging community members in group discussion in both English and Spanish.
- Commitment to serving, empowering, and advocating on behalf of low-income immigrants.
- High level of independent work, self-direction and initiative, able to work effectively in a non-structured environment.
- Adaptability and creative problem-solving approach, experience working with volunteers.
- Ability to handle multiple demands and prioritize them effectively and quickly in a busy drop-in space.

#### **Preferred Qualifications**

- Experience with basic case management, peer based counseling, direct client advocacy or care coordination experience.
- Knowledge of local, community and county resources, social services and health systems.
- Strong interest in social justice, social welfare, mental health, peer education
- Experience working with high-risk, marginalized clients at the intersection of system barriers.
- Mam and/or other high frequency language speakers highly encouraged to apply.

#### **Salary and Benefits:**

- Salary is \$16.00 to \$17.00/hour dependent on experience, after first year, 2 weeks paid time off at the end of the year during Holiday closure.
- Position is Part Time at 20 hours/week with the potential for more hours based on performance and need, no benefits. Schedule is flexible but must meet program needs based on W&P service schedule and Program Manager oversight.