

**Title:** Health Navigator I

**Time Commitment:** 40 hours a week

**Program:** Wellness and Prevention Program

### **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, group health promotion activities and phone support in accessing local resources.

The Health Navigator is an entry level position that collaborates with the Wellness and Prevention team to provide over the phone assistance to community members with both simple and complex needs. 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.

Street Level Health Project is following COVID-19 reopening guidelines in accordance with the State of California. Work from home days may be subject to change as restrictions are lifted.

### **Health Navigator Responsibilities 40%**

#### *Phone Referrals, Advocacy and Case Management*

- Consists of both remote work (currently 1 day/wk) and onsite work (currently 4 days/wk).
- Assigned hotline shifts to assist clients with general orientation of services such as linking clients to outside services such as: immigration, housing, legal, etc. Activities must also be recorded on the organizations tracking log.
- Complete assigned referrals from hotline and SLHP staff which includes but is not limited to : making ID cards, answering questions in regards to resources, providing assistance and advocacy including translating documents, and assistance with basic applications. Activities must also be recorded on the organizations tracking log.
- Serve as a liaison to agencies across service sectors to ensure access for clients, including site visits to area agencies to nurture referral relationships.
- Assist with creating, translating, and editing basic program documents.
- Participate in weekly Thursday staff meetings 9AM - 10:30AM (via zoom), and weekly program meetings Mondays at 8:00am - 8:30AM onsite.
- Additional program support as necessary.

### **CalFresh Program 30%**

- Conduct weekly phone outreach, pre-screenings, and education with community members related to the CalFresh program.
- Provide high-quality CalFresh application assistance and enrollment using online application portals (GetCalFresh.org, MyBenefitsCalWIN).
- Ensure all information is tracked on online database programs (Oasis Insight , Google Suite)
- Ensure client information is maintained confidential at all times.
- Participate in online meetings with the Food Bank as needed.

### **Food Program and Outreach Support 30%**

- This is onsite work with other employees and volunteers. Requires limited community contact while observing COVID-19 safety guidelines including safe distances, PPE, etc.
- Requires driving to and from food bank and other food sites as needed, shopping on the food bank floor, and unloading products back at Street Level for distribution to community members.
- Support set-up, distribution, and cleanup of the food bank on Monday mornings and Tuesday afternoons.
- Provide coverage to support food bag program enrollment and general registration needs on Tuesday afternoons using Salesforce.
- Weekly food program meeting Wednesdays 10 AM onsite.

### **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 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 remote work environment.
- Adaptability and creative problem-solving approach, experience working with volunteers.
- Ability to handle multiple referrals and prioritize them effectively and quickly.
- Valid CA Drivers License and clean driving record (Record will be verified).
- Ability to lift and carry a minimum of 10lbs and up to 50 lbs with assistance.

### **Preferred Qualifications**

- Experience with basic case management, peer based counseling, or direct client advocacy.
- Knowledge of local, community, and county resources as well as social service and health systems.

- Strong interest in social justice, social welfare, mental health, food justice, and peer education.
- Experience working with high-risk, marginalized clients at the intersection of system barriers.

**Desired Qualifications**

- Mam and/or other high frequency language speakers are highly encouraged to apply.
- Knowledge of Salesforce database.

**Salary and Benefits:** The base compensation rate for this position is \$20.00/hour and includes a full benefit package (medical, dental, vision, accrual of vacation and sick leave) with the potential for an increase in pay based on experience. Upon hire there is a 90 day probationary period with an initial review after 30 days. Additionally, after completing the first year of hire, the employee is eligible for 10 days paid leave during our annual holiday closure.

*Street Level Health Project (SLHP) is an equal opportunity and affirmative action employer, and does not discriminate on the basis of race, color, religion, sex, sexual orientation, ancestry, national origin, marital status, age, disability, gender, identity, HIV status and any other characteristic protected by local, state, or federal law, in any of its relationships with employees or employment applicants.*

**How to Apply:** Please submit a cover letter detailing related experience and resume as attachments to [jobs@streetlevelhealthproject.org](mailto:jobs@streetlevelhealthproject.org). Note job title in the email subject. Applications without cover letters will not be considered. This position will remain open until filled.