PROGRAM DESCRIPTION AND JOB SUMMARY

The Primavera Foundation is a non-profit community development organization that has been providing pathways out of poverty and strengthening the Tucson community since 1983, through a variety of programs and services. Through individualized service planning, Project Action for Veterans (PAV) offers housing assistance to veterans and their families who are recently homeless or about to become homeless who “but for” this financial and resource coordination assistance would continue to be or become homeless. The program serves Veterans living in Pima, Cochise, Graham, Greenlee, and Santa Cruz counties, and follows the policies and regulations of the Supportive Services for Veteran Families (SSVF) funding from the U.S. Department of Veterans Affairs. PAV is accredited by CARF for Rapid Rehousing and Homelessness Prevention Programs.

The Health Care Navigator will provide services that include connecting Veterans to VA health care benefits or community health care services where Veterans are not eligible for VA care. The Health Care Navigator will provide case management and care coordination, health education, interdisciplinary collaboration, coordination, and consultation, and administrative duties. The Health Care Navigator will work closely with the Veteran’s primary care provider and members of the Veteran’s assigned interdisciplinary treatment team. The Health Care Navigator will act as a liaison between PAV and the VA or community medical clinic(s) and works with a population of Veterans with complex needs who require assistance accessing health care services or adhering to health care plans.

FUNCTIONAL RESPONSIBILITIES (Work assignments may vary depending on the department’s needs and will be communicated to the applicant or incumbent by leadership):

A. Non-Clinical Assessment
   Conduct assessments of the Veteran in collaboration with the interdisciplinary treatment team, the Veteran, family members, and significant others.

B. Health Care Team and Veteran Communication
   Work closely with Veterans to assist them in communicating their preferences in care and personal health-related goals to facilitate shared decision making of the Veteran’s care.

C. Specialized Case Management and Care Coordination
   • Provide comprehensive health case management and care coordination across episodes of care, acting as a health coach by proactively supporting the Veteran to optimize treatment interventions and outcomes.
   • Coordinate referrals to VA, community health clinics, and other programs needed to ensure access to health care.

D. Health Education
   Assist in identifying the Veteran and family’s health education needs and provide education services and materials that match the health literacy level of the Veteran.

E. Interdisciplinary Collaboration, Coordination and Consultation
Collaborate with other disciplines involved in providing care, regularly consulting with other team members and appropriately assess and address the needs of the Veteran.

F. Administrative Duties and Systems Improvement

- Participate in expanding the knowledge related to health care navigators and the Veteran population.
- Assist in developing policy, procedures, and practice guidelines related to the specialty program using knowledge gained from research or best practices.

Full functional statement
A complete functional statement of items A through F will be provided during the recruitment process and at the time of hire.

OTHER RESPONSIBILITIES

- Ensure that participant files are properly maintained, meeting grant and confidentiality requirements.
- Maintain a 95% accuracy rate on data entry and file audits.
- Ensure confidentiality of participant information.
- Maintain statistical data as required by grant funding sources.
- Adhere to all contractual agreements related to healthcare navigation services.
- Implement public health and safety guidelines related to COVID-19 in all practices.
- Attend meetings with partnering agencies as scheduled.
- Attend agency meetings as required such as PAV team and All Staff meetings.
- Perform other related duties as requested/assigned by leadership.
- Demonstrate adherence to Primavera’s guiding principles of integrity, respect, accountability, compassion, and leadership.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of issues facing veterans and people that are low income/homeless, including housing, employment, mental and physical health.
- Demonstrated ability to participate effectively in team meetings, case conferences, and related activities.
- Knowledge and experience with the VA Health Care System and community health care systems.
- Effective oral and written communication skills to facilitate continuity of care.
- Proven strong relationships with supervisors, co-workers, participants, visitors, and the general public.
- Knowledge of and demonstrated skills related to individual needs concerning age, developmental requirements, and culturally related factors.
- Strong interviewing and assessment skills.
- Ability to work effectively with program participants, the public, staff and volunteers.
- Ability to communicate effectively and accurately orally and in writing.
- Proficiency with office computer systems and software, including Microsoft Windows, Outlook, Word Excel, and a web based database.
- Ability to function with minimal supervision.

MINIMUM QUALIFICATIONS

- Master’s degree in Social Work or equivalent education in nursing or public health.
- A minimum of two years of experience in a health care or social services area of practice.
- One year experience working with people who are low income or homeless and/or Veterans.
  Note: A combination of relevant education and professional experience may be considered in lieu of degree.
- First Aid/CPR certification, or ability to obtain.
Level 1 fingerprint clearance card or the ability to obtain.
Must have reliable transportation with current registration, a valid driver’s license, a clean driving record, current registration, and proof of insurance coverage to attend off site meetings and travel between buildings.

PREFERRED QUALIFICATIONS
- Bilingual (English/Spanish)
- Experience working in VA Health Care System and/or community health care systems
- Military veteran or veteran family member
- Experience conducting home visits

PHYSICAL ENVIRONMENT/CONDITIONS
- Office environment with moderate office noise levels.
- Ability to meet with clients remotely or in office setting and facilitate deskwork processes on full workday basis.
- Visual acuity and hand dexterity to discern information, complete records and reports, and data enter information into computer systems.
- Ability to travel to other locations as needed for home visits, meetings, events, etc.
- Ability to lift 25 pounds.

(This job description is intended to indicate the basic nature of the position and examples of typical duties that may be assigned. It does not imply that all positions within the job description perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Successful candidates will be able to perform the essential functions of the position, with or without reasonable accommodations.)

The Primavera Foundation is committed to a discrimination-free workplace and to providing equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, creed, religion, gender, gender identity, sexual orientation, national origin, age, pregnancy, mental or physical challenging condition, marital or family status, amnesty, political affiliation, status as a covered veteran, or other protected characteristic in accordance with applicable federal, state, and local laws.

To apply for this position, please submit a cover letter and resume via email to jobs@primavera.org.