

Harbor Interfaith Services, Inc.
Homeless Patient Navigator

Harbor Interfaith Services (HIS) is a non-profit organization with revenue of over \$9 million. Our funding is derived from the local, state and federal governments, as well as from individuals, foundations, faith communities, tuition, fees, fundraisers etc. We are a local organization that provides food, shelter, transitional housing, childcare, and support services to the homeless and working poor in the South Bay area of Los Angeles (SPA) 8.

Harbor Interfaith Services is looking to add a **Homeless Patient Navigator** to our team. We are recruiting people who are top performers with excellent organizational skills and a fierce passion for serving the community. This position is a full-time role with a set schedule of **10am to 7pm, Tuesday through Saturday**.

This position will work under the supervision of the Regional Coordinator for SPA 8.

Key responsibilities:

- Conducting in-reach at Kaiser Permanente Hospital to assist homeless patients
- Completing a Vulnerability Index Service Prioritization and Decision Assistance Tool (VI-SPDAT) to determine vulnerability and acuity of homeless patients
- Working with Kaiser Permanente staff to provide linkages to community services for homeless patients
- Initiating contact and establish a working interaction with homeless patients for the purpose of providing assistance with attaining housing and access to needed services
- Working closely with case managers and hospital social work staff working with the homeless patients to remove barriers in order to achieve permanent housing
- Tracking client progress throughout the housing process
- Continuing to engage with homeless patients and providing support during hospitalization and after discharge when shelter or other social services are not obtained
- Assisting in obtaining housing readiness documentation such as ID, social security card, and income verification
- Assisting in the completion of housing applications and accompanying individuals to housing appointments when needed
- Maintaining complete client records, daily activity logs, mileage logs, and other reports as directed
- Establishing and maintain positive, productive working relationships with Kaiser Permanente staff, other mental health programs, shelter programs, and providers of services and resources to homeless persons
- Attending staff meetings, case conferences, training workshops and community meetings as needed.
- Attending training and meetings hosted by Kaiser Permanente.
- Generating monthly reports on goals and progress made.

We would like to speak with you if:

- You have a Bachelor's degree in social work or a related field or two years equivalent social services experience.
- You are bilingual. **(required)**
- You have a passion for ending homelessness.
- You can maintain a non-judgmental attitude and can display of unconditional positive regard when working with unsheltered individuals.
- You have a "whatever it takes" attitude when working with challenging individuals.
- You can engage with individuals in a hospital setting.
- You can work as a member of a team as well as individually.
- You have a background in substance abuse and recovery.
- You have strong people skills and the ability to work effectively with people of varying racial, ethnic, cultural, educational, and socio-economic backgrounds.
- You are familiar with Harm Reduction and Housing First models of service delivery.
- You can listen with sensitivity to other people's feelings, needs and point of view.
- You can demonstrate tact and courtesy in expressing opinions or ideas, projecting a positive image of Harbor Interfaith Services and recognizing opportunities to enhance community relations.
- You have a basic understanding of severe mental health, physical health, and substance abuse issues and symptoms.
- In addition to working in a typical office environment, the Patient Navigator will be required to work in areas inhabited by homeless persons, to include working in dirty environments and dealing with challenging individuals.
- You are open to working flexible hours if needed.
- You have good organization skills and can manage multiple cases efficiently and effectively.
- You have strong oral communication, written communication, and creative problem-solving skills.
- You have a valid California driver's license and adequate insurance. **(required)**

PHYSICAL DEMANDS, ENVIRONMENTAL CONDITIONS, EQUIPMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions. Employee is required to:

Walk and climb stairs; Handle, finger, grasp and feel objects and equipment; Reach with hands and arms; Communicate, receive and exchange ideas, information by means of the spoken and written word; Be mobile by moving oneself from place to place quickly and easily; Repeat various motions with the wrists, hands and fingers; Be able to have visual activity for (including, but not limited to) administrative and clerical tasks; Drive personal vehicle in and around Los Angeles County and periodically transport residents; Be able to enter various buildings that may

require climbing stairs. Be subjected to outside environmental conditions. Use a personal and/or laptop computer; copy, postage and fax machines. Complete all required forms in personal writing.

About Harbor Interfaith Services

Our mission is to empower the homeless and working poor to achieve self-sufficiency through support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training – and that mission is achieved through our people. We provide an inclusive environment where all are empowered to share their diverse perspectives and experiences so we can ultimately be better together. Our policies, practices, programs, activities and decisions regarding employment, hiring, assignment, compensation, and volunteerism are not based on a person's race, color, sex, age, religion, national origin, mental or physical disability, ancestry, military discharge status, sexual orientation, gender identity or expression, marital status, parental status, housing status, or other protected status.

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