

DENVER INDIAN HEALTH AND FAMILY SERVICES
JOB DESCRIPTION

Job Title	Peer Navigator	Department	Behavioral Health Program
Supervisor's Title	Behavioral Health Director	FLSA Status	Fulltime, non-exempt \$18.29-\$19.00/hr
Date Prepared	4/11/2023	Date Revised	2/8/24

POSITION PURPOSE	To provide culturally responsive services that directly support and enhance clinical practice and patient care while providing an ongoing contribution to an underserved community. The significant needs of the American Indian/Alaska Native community support the goals of developing a successful and sustainable program.
ESSENTIAL DUTIES	<p>Under general supervision, the Peer Navigator performs advanced level work facilitating linkages across systems to services for individuals who are experiencing life challenges including, but not limited to, homelessness, victimization, poverty, unemployment, health conditions, disabilities, court mandated requirements, mental health conditions, substance use conditions and criminal justice involvement. Core functions of this position include supporting clients with evidence-based peer support relationships, identifying personal strengths and abilities, and supporting the client with coaching, education and advocacy, identifying resiliency and risk factors, needs and barriers to systems and service linkage.</p> <p>Performs outreach to build relationships with clients using a trauma informed peer support model.</p> <p>Engages client with intentional and skillful self-disclosure of personal experiences of overcoming challenges to build rapport and trust, and to inspire hope, empowerment, and positive action.</p> <p>Implements goal setting with clients to identify services, resources, develop timelines, and partners to succeed in self-determined goals.</p> <p>Provides advocacy and support as needed to remove barriers and presents potential solutions to engage in services or treatments and/or community resources.</p> <p>Provides linkage across systems to services to achieve client's self- determined goals.</p> <p>Uses personal experiences to provide linkage to services including natural supports that are community based and include non-treatment-based programs and relationships.</p> <p>Actively participates in connecting client to services by supporting the clients to make phone calls, accompanying client to resolve transportation barriers, attending appointments with client, and coordinating services with client in multiple systems as directed by the client with the goal of client empowerment. This may involve client education and advocacy as well as systems navigation to alleviate systemic oppression.</p> <p>Weekly supervision with Licensed Professional Counselor (LPC) or Licensed Clinical Social Worker (LCSW). Works closely with behavioral health team.</p> <p>Facilitates access to culturally based tribal and urban programming including but not limited to: assistance with tribal enrollment, social cultural supports, traditional medicines, etc.</p>

Monitors and tracks client's participation and successes. Follows up on challenges that arise encouraging client to take personal responsibility for client identified tasks.

Provides coordination of services across systems.

Builds professional relationships and networks with community resources and service providers across systems for the populations served.

Facilitates access to services with knowledge of eligibility and program requirements to ensure expedited and continued services and resources for client to succeed.

Provides guidance and coaching to expand client's life skills as requested by client.

Encourages the client's development of self-management strategies.

Maintains appropriate boundaries with clients adhering to the International Association of Peer Supporters' National Practice Standards.

By position, engages in on-going emotional support, coaching, collaborative problem solving with client in one-to-one or group interactions to resolve immediate or recurring challenges and barriers to receiving and/or participating in services or programs.

KNOWLEDGE, SKILLS, and ABILITIES

1. Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.
2. Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
3. Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
4. Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.
5. Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
6. Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

OTHER DUTIES | Other duties as assigned

EMPLOYEES ARE HELD ACCOUNTABLE FOR ALL DUTIES OF THIS JOB

JOB QUALIFICATIONS

KNOWLEDGE, SKILLS AND ABILITY

- Strongly prefer successful experience working with AI/AN communities or familiarity with American Indian culture.
- Knowledge of community resources sufficient to be able to provide efficient and effective linkage.
- Excellent communication skills including knowledge of motivational interviewing, active listening, feedback, empathy and validation.
- Knowledge of person-centered planning to activate client perspectives and opportunities for client to take personal responsibility, identify natural supports and service providers to achieve plan.
- Ability to provide services with skills and knowledge required by the Colorado Combined Core Competencies for Peer Support Specialists/Recovery Coaches and Family Advocates & Systems

	<ul style="list-style-type: none"> • Navigators. • Strong critical thinking and problem-solving skills. • Ability to work effectively on teams and with multi-disciplinary service providers to coordinate client's services and meet their goals. • Ability to bridge information and communication gaps between clients and service providers.
EDUCATION, LICENSURE OR CERTIFICATE	<ul style="list-style-type: none"> • Graduation from high school or the possession of a GED Certificate. • Requires a valid Driver's License at the time of application. • Licenses and certifications must be kept current as a condition of employment.
EXPERIENCE	<ul style="list-style-type: none"> • Experience with electronic health records • Proficiency working with Microsoft Office Suite: Word, Excel, and PowerPoint • Understanding of the Privacy Act of 1974 and HIPPA regulations • Minimum 2 years of experience assisting patients and families or other related healthcare/community experience
SCOPE OF AUTHORITY	Some precedents and/or procedures exist. Expected to handle different and specialized situations in department or functional area. Plans own work and the work of others to meet defined work plans and objectives. Work is typically reviewed at completion.
FINANCIAL AUTHORITY	None
COMMUNICATION	<p>Internal: Personal contact giving and receiving patient care information with clinical and administrative staff daily.</p> <p>External: Contact by phone or by email with vendors, grant coordinators, and other clinicians to obtain information and answer questions.</p>
RESULTS OF ACTIONS	Errors may result in reduced patient care, poor customer service, and negative public image. Errors are typically detected within a day.
SUPERVISORY RESPONSIBILITY	None
WORKING CONDITIONS	Works in a healthy office environment working with standard office equipment (such as phone, fax, and personal computer). Moderate physical activity required by handling objects up to fifty (50) pounds occasionally and/or up twenty (20) pounds frequently. Vision correctable to 20/20 for computer use. Pressure due to multiple calls and inquiries. Contact with clients under a wide variety of circumstances. Subject to varying and unpredictable situations. Subject to many interruptions. May handle emergency or crisis situations.
OTHER REQUIREMENTS	Valid CO driver's license and proof of liability insurance to operate a vehicle on behalf of the agency.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job.

APPROVALS	
Employee's Signature _____	Date _____
Employee's Manager _____	Date _____

Executive Director/Rep. _____

Date _____

Denver Indian Health & Family Services is a private non-profit organization. DIHFS does not discriminate in employment based on race, color, creed religion, age, sex, national origin, physical handicap, marital status, or sexual preference. However, DIHFS does adhere, both philosophically and as required, to the Indian Preference Act, Title 25 CFR, Section 472.

Denver Indian Health & Family Services is a smoke-free, Drug/Alcohol-Free work environment.

As a precursor to employment, applicants must agree to a stringent background check, at DIHFS Board of Directors' discretion, as well as to verification of references and other information provided by applicants.