

## Job Description

**Job Title:** Service Navigator  
**Reports To:** Director of Client Services  
**Classification:** Exempt  
**Status:** Full-time  
**Reviewed:** 1/2024

### SUMMARY

Responsible for assisting in assessments of an individual requesting services with ESI and facilitating with the care team to implement person/member centered plans as they relate to ESI. This position also may be responsible for special projects that include the supervision of new program activities or the development of new markets that ESI is seeking to provide service to. These projects will be assigned on an as needed basis and may change as ESI continues to evolve in its service model.

1. Adheres to ESI's mission, core values, policies and procedures, applicable rules and regulations, contracts, service agreements, licensing and other requirements.
2. Establishes and maintains a positive working relationship among peers/staff through honest, supportive interactions and integrity.
3. Helps create an environment that supports learning, social interaction and positive relationships. Assists with crisis prevention and intervention.
4. Facilitates the development, monitoring and evaluation of person-centered plans for clients receiving services and coordinates meetings within ESI and attend meetings outside ESI.
5. Attends and is an active member of IEP (Individual Education Plan) or MCO (Managed Care Organization) teams that establish Member/Person-Centered Plans.
6. Seeks input from and provides support and consultation to staff regarding Person Centered Plans for client receiving services.
7. Acts as the primary liaison between ESI and the client, client family, care team or other interested parties.
8. Spends minimum of 60% of the program day (3.5 hours) on the floor or in the community with client load and/or staff associated with the client's services.
9. Other duties as assigned.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function. Personal computer proficiency in word processing, spread sheet and data management software.

## **Education and/or Experience**

High School Diploma/GED required. Bachelor's degree in human services field preferred. Experience working with people with disabilities or similar human service group required.

## **Physical Requirements**

While performing duties of this job, the employee is regularly required to talk or hear. This position is very active and requires standing, walking, bending, kneeling and sitting. The employee frequently lifts and moves up to 35 pounds.

## **Competencies** (Success factors)

1. Client Focus
2. Composure
3. Problem Solver
4. Listener
5. Develops Others

## **Other Requirements**

DOJ Background Check  
Current Driver's License

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate.