

Rural Health Network of South Central New York (RHNSCNY)

Position Description Revised June 2025

Position: Community Health Worker: Social Care Navigator (SCN) I

Position Type/Schedule: This position is full time, primarily falling between Monday-Friday 8:00am – 4:00pm (35 hours weekly/70 hours biweekly) but requires flexibility for evening and weekend hours as needed to fill client needs.

Benefits: Eligible benefits include 10 paid holidays annually, paid vacation and sick time, employee health insurance, dental and vision plan available, retirement plan, life insurance, Employee Assistance Program (EAP), additional benefits after 6-12 months of employment.

Rate of pay: \$23.00 per hour

Reports to: Interim Executive Director

General Duties and Responsibilities: Meet with Medicaid Members and screen for level of need and eligibility for enhanced services. Provide navigation and case management as appropriate. Utilize a sophisticated Care Management software system to complete screenings and access resources.

Priority will be placed on meeting metrics goals, navigating Medicaid Members to appropriate and eligible services efficiently and timely, and identifying and following through with opportunities to meet with Medicaid Members in the community.

Specific Responsibilities: The responsibilities of the SCN I include, but are not limited to, the following:

1. Conduct and document in-person, telephonic and mail outreach to assigned clients.
2. Utilizing provided screening forms and Unite Us portal, assess clients for needs and eligibility and navigate to eligible and available HRSN services. Monitor client successes and assist with challenges as needed.
3. Apply culturally sensitive and strengths-based approaches to client interactions and services.
4. Use required data and case management platforms as assigned for outreach.
5. Provide services to members of the community at Rural Health Network's primary office and at satellite locations in the region.
6. Ensure timely, consistent data entry/retrieval including: client caseload and case notes utilizing electronic health records. Submit timely and accurate data input, records, reports, and evaluations.
7. Ensure confidentiality of all client information consistent with HIPAA regulations, RHNSCNY policies, primary healthcare site policies. Obtain consents as required by law and policies.
8. Serve as a member of the RHNSCNY staff team and seek ways to continuously improve and support the work of RHNSCNY. Identify and initiate effective ways to support, integrate and/or apply all RHNSCNY services to provide the maximum benefit to those served.

Work Environment and Conditions:

Primary work location will be 455 Court St. Binghamton, NY. As Social Care Navigator becomes comfortable with the workflows, they will occasionally work off-site in the community.

Physical Demands: This position requires sitting and/or standing to the employee's comfort level, in a designated workstation, which may or may not be shared with other staff members. Frequent computer use is required. Driving personal vehicle is required. **Travel:** This position requires employee to travel occasionally within Rural Health Network SCNY's multi-county service region, and on a rare occasion, outside of the region. Mileage will be reimbursed at the standard federal mileage rate.

Required Skills:

- **Interpersonal:** interact with populations from a variety of backgrounds, strong listening skills, empathy and cultural sensitivity.
- **Technology:** collect and enter patient demographics and other data electronically. Experience with electronic medical records or care management platforms desired. Must be proficient in Google Suite, Microsoft Suite, and virtual meeting platforms.
- **Time Management:** respond to client needs and be accountable for program deliverables in an appropriate time frame.
- **Problem Solving:** work independently and within a care collaboration team to seek solutions which empower clients to overcome barriers.
- **Writing skills:** complete daily objective, accurate client progress notes.

Qualifications:

Required: Associate's Degree

Preferred: Associate's Degree in health, human services, or a related field with 2 years' experience and relevant skills.

Required: Valid Drivers' License, proof of automobile insurance, and use of a reliable vehicle for work-related travel purposes. Office computing and strong interpersonal, organizational and communication skills required.

EEO Statement: Rural Health Network provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.