2-1-1 San Diego’s mission is to help people by connecting them efficiently to the service delivery system, and by providing vital trend information for community planning. To meet this mission, we seek talented team members who exhibit the values that we hold dear and who complement our company culture.

**The Values We Live By**

1. Deliver WOW Through Service
2. Embrace and Drive Change - Evolve
3. Create Fun and A Little Weirdness
4. Be Adventurous, Creative, and Open-Minded
5. Pursue Growth and Learning
6. Build Open and Honest Relationships With Communication
7. Do More With Less
8. Build a Positive Team and Family Spirit
9. Be Passionate and Determined
10. Be Humble

**Position Objective**

2-1-1 San Diego’s Health Navigation Program serves as a single access point for anyone in need of health services. This program provides care navigation addressing the health and social needs of the whole person. We work to better connect, empower, educate, and advocate for clients with health needs, specifically experiencing issues in accessing care, managing chronic conditions, in both the uninsured/underinsured populations. A Health Navigator is passionate about healthy living and has educational health background or experience working within the health and wellness field.

As a Health Navigator, you are responsible for completing an in-depth holistic health assessment and establish a care plan to address the needs of each client. This includes continual follow ups, addressing the progress of each client and creating a foundation of support by connecting them to community partners that provide the required services. By assisting our clients with their long-term needs through education, advocacy, and client empowerment, we are able to address risk factors and social determinants of health to help clients achieve a better quality of life and health outcomes.

**Essential Results**

*San Diego delivers a WOW customer experience:*

- Uses active listening, empathy and conversational intent to provide high-quality confidential service and connections to customers.
- Communicates in a way that makes all customers feel as though they are the most important customer that day and engenders trust and confidence in 2-1-1.
- Performs preliminary screening for health-related programs for the purpose of educating, navigating and connecting customers with needed services; provides application assistance for public and community services.
- Become a certified enrollment specialist assisting with applying for health programs as appropriate, including Medi-Cal, Covered California and other health programs, if applicable
- Provide in-depth health assessments to identify needs of 2-1-1 callers who need assistance navigating through the health care system
- Provide advocacy for clients with complicated health needs and lack of resources, collaborating with team and supervisor to identify solutions
- Actively listen to clients to develop a health strategy that identifies solutions to clients barriers to access
- Becomes a breast health specialist, addressing needs throughout the continuum of care for breast health-related issues; to educate, navigate, and connect the caller with the appropriate services to fulfill their needs.
- Identify and refer clients to appropriate community resources which may address the clients’ additional health or human service needs.
- Participate in health program evaluation and client based service evaluation
- Collaborates with and serves as a resource to community organizations and project staff in order to share best practices and other information as requested.
- Participates in weekly meetings with Health Navigation Team and health-related trainings.
Customer service quality metrics are being exceeded:

- Ensures successful service delivery by continuously monitoring and improving personal productivity, quality scores, customer satisfaction survey scores and efficiency.
- Provides information and referral service that is accurate and follows organizational standards.
- Performs preliminary screening and application assistance for public and community services.
  - Seeks coaching and feedback opportunities to identify how own results can be improved.
  - Participates in continuing education activities, remaining knowledgeable in changes in healthcare, health services and eligibility requirements.

2-1-1 Client Data is accurate and complete and can be used to provide community data for system-wide change:

- Accurately documents all customer interactions in 2-1-1’s systems and explores creative ways for gathering necessary information from customers while ensuring a WOW customer experience.
- Consistently documents unmet needs to assist in the identification of gaps in services that can be addressed through 2-1-1 data reporting.

All things we do are in line with our Company Values.

- Engage with and contribute to the positive culture of 2-1-1 San Diego following our core values.
- Participate in continuous growth and learning opportunities.
- Assist with special projects as requested.

Core Competencies

The right fit for this position will exhibit the following competencies and strengths:

- Customer Focus
- Empathy
- Interpersonal Relations
- Problem Solving
- Critical Thinking
- Service Oriented
- Personal Learning
- Action Orientated
- Dealing with Difficult Situations

Qualifications

- Bachelor’s Degree preferred, in the fields of social services or health care. Preferred BSW or MSW. Continued education beyond High School combined with relevant experience may be substituted. One year of call center experience recommended.
- Bilingual English/Spanish preferred.
- One year of Information & Referral experience or extensive knowledge of health services required.
- Must possess excellent customer relations skills; ability to work with various cultural and socio-economic groups, including people in crisis, transition and homelessness.
- Ability to multi-task in a hectic environment, with prompt attention to caller’s needs.
- Facebook/Internet chat experience highly desirable.
- Ability to actively listen and respond to people in need.
- Ability to interact effectively with persons experiencing a problem situation or crisis to assess and help problem-solve the situation.
- Demonstrated critical thinking and analysis skills
- Strong capability in business software programs including MS Office, Outlook and online applications. Please note that computer skills test is required.

- Salary based on education, work experience and skillset

Position Details

Status: Non-Exempt, Full-Time

Department: Customer Experience – Health Navigation

Reports To: Health Programs Manager
Work Schedule: 2-1-1 San Diego’s Health Navigation Program is open between the hours of 7am-5pm Monday through Friday with multiple shift times available. Schedules may be changed as to meet the needs of 2-1-1’s customers. Flexibility is required due to nature of business. Schedule may be changed as needed, to include weekends and holidays. Required to be responsive and available for shifts for as much as 12 hours in length during declared emergencies to perform duties as directed by the Emergency Manager.