



## **Navigation Program Manager**

**Job Title: Navigation Program Manager** – Full Time with benefits, 37.5 hours per week

**Starting Salary:** \$62,500-67,500 annually

**Updated:** September 25, 2024

**Mission Statement** of the Grand County Rural Health Network is “to work in partnership to advocate for and support the health of our community.”

### **Position Summary:**

Under direction of the Direct Services Program Director, the Navigation Program Manager plans, develops, and manages Navigation Programs, including staff management, program development; compliance, evaluation, and reporting; marketing; and collaboration and communication with other providers, organizations, and community leaders. Researches and writes grants to help sustain Navigation programs. Supports Program Director to develop and monitor budget for the Navigation Programs. Manages grant reporting for programs. Conducts client intakes and outreach, provides resources, external referrals, and connects new clients to appropriate team member(s) for ongoing services, ensuring comprehensive care. Works directly with a limited caseload of navigation clients, helping identify barriers to care and develop a comprehensive and goal-oriented plan. Ensures navigation team effectively and efficiently performs required workflows.

The position is based in Hot Sulphur Springs and Granby and requires daily travel throughout Grand County and monthly travel to Jackson County. This is a full-time, year-round position at 37.5 hours per week.

Health or mental health-related degree/licensure and clinical experience preferred. Equivalent health system experience will be considered, familiarity with the community, and experience working with underserved populations is paramount and could supersede professional licensures.

Must be highly skilled in Microsoft Office and internet. Self-directed, motivated individuals, and bilingual/bicultural/native Spanish-speakers strongly encouraged to apply.

To apply, send letter of introduction and resume to: Lauren Stokes, Direct Services Program Director, Grand County Rural Health Network, P.O. Box 95, HSS, CO 80451; fax 970-725-3478; or email [lstokes@gcruralhealth.org](mailto:lstokes@gcruralhealth.org).

**Supervision Received:**

Reports to and receives general direction from the Direct Services Program Director. Works closely with other GCRHN staff, especially the Navigation team, Executive Director, and Strategic Development Director.

**Supervision Exercised:**

Is responsible for the overall direction, coordination, compliance and evaluation of the navigation programs and program staff. Includes direct supervision of the care coordination and high-fidelity wraparound team.

As needed, provides indirect supervision and support to recovery coordinators and promotores de salud through resource sharing, training/support related to relevant electronic health records systems, and case consultation.

**Essential Functions:**

1. Responsible, with direction from Direct Services Program Director, for the overall management, promotion, sustainability, and growth of existing Navigation programs as well as other programs that may be developed.
  - Directs program-related administrative duties, including scheduling program meetings and meeting preparation for staff, partners, and advisory committees.
  - In collaboration with the Office Manager and Health Coverage Program Manager, plays a key role in management of the Granby office, including reception, intake/outreach, administration, and maintenance.
  - Assignment of incoming client referrals throughout the team, with referrals received through multiple sources and client management systems.
  - Support utilization, improvement, and expansion of Navigation team resources and tools, including case management and reporting systems and databases.
  - Collaborate with Navigation team to ensure all program deliverables are met and advise Program Director of any needs for meeting deliverables.
  - Identify common needs and service gaps within the community and collaborate with Leadership team and community partners to drive individual and systemic solutions.
2. Responsibilities within Supervisory aspects of role include:
  - Under direction of the Direct Services Program Director, responsible for the Health Navigation Programs including staff management, program marketing, grant writing, and monthly, quarterly, and annual reporting.
  - Responsible for equitable and empathetic human resources management of care coordination and high-fidelity wraparound staff, including hiring, onboarding, and training.
  - Provides supportive coaching, empathetic listening, reflective supervision, and empowering guidance to staff through regularly scheduled one-on-one and team meetings for purposes of performance review, program coordination, and case consultation meetings.
  - Facilitates regularly scheduled team meetings to provide direction and support related to program policies, procedures, case consultation, continuing education, training, and resource sharing.

- Provide overall direction to program staff to effectively accomplish the Network and program goals, conserve the Network's assets and resources, and maintain and enhance its standing in all internal and external relationships.
  - Development of, updates to, and adherence to program policies and procedures.
  - Follow and guide team to adhere to all requirements of the Network, Regional Accountable Entity (RAE), and other relevant workflows, policies, and procedures, including but not limited to tracking/monitoring referrals of clients for reporting as requested by funders, accurately documenting interactions in population health data systems in a timely manner.
  - Ensure staff schedule and complete assessments, follow-up as needed, track results, referrals, progress, and recommendations in databases.
  - Provide programmatic onboarding and training, including identification of needs related to ongoing education and professional development, particularly in the areas of safety and emergency preparedness
  - Support effective communication between program staff, other staff, Directors and Leadership team, funding partners, and community partners.
3. Supports Direct Service Program Director in ensuring sustainability of programs including review of program budgets and financial statements, fundraising, grant writing, grant and program evaluation reporting, and program-specific volunteer recruitment and training. Interfaces with Grantors and Foundations.
    - Completes monthly, quarterly, and annual program evaluation reports; ensures client surveys and evaluation regularly occur; and consistently uses data-driven evaluative learning to guide program improvements.
    - Produces accurate, timely, and transparent reporting of program status throughout its lifecycle.
    - Assures compliance with all aspects of Network's programs, including goals, activities, budget, funding, operational and administrative functions.
    - Participates in organization of fundraising and community outreach events. Contributes to organizational fund-raising events as needed.
    - Continuously works with the Program Director to monitor issues or risks that might affect the ability of the Network to meet its program and grant funding objectives.
  4. Provide a variety of direct and indirect, short and longer-term navigation services to clients.
  5. As needed, assists with day-to-day administration of the ACHES & PAINS Healthcare Voucher Program.
  6. Assist with program marketing, communications, and content creation as needed. Engage in programmatic and organizational promotion and outreach, including hosting or attending community events.
  7. Participate in regular staff and leadership meetings and provide overview information on program status, problems, or needs.
  8. Assume responsibility for projects and assignments as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the licenses, knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Requirements:** Valid Colorado driver's license and reliable vehicle (mileage will be reimbursed for work-related travel). Bilingual preferred, but not required.

**Experience and Education:**

Professional with medical or behavioral health-related degree/licensure and clinical experience preferred. Equivalent health system experience will be considered, and familiarity with the community and experience working with underserved populations is paramount and could supersede professional licensures.

**Knowledge, Skills & Abilities:**

- Ability to greet and meet public and professionals in a positive and professional manner.
- Skill in writing case notes, and ability to effectively coach staff on best practices for case documentation.
- Skill in verbal and written communication to direct, facilitate and develop relationships with clients, coworkers, providers, and partners.
- Knowledge of Grand County health and human services and relevant organizations.
- Ability to work independently without close supervision in an independent work environment.
- Skill in facilitating, or assisting staff with access to, professional growth and development opportunities.
- Ability to follow through on assignments as requested in a timely fashion with limited supervisor follow-up.
- Ability to respond to a variety of socioeconomic and ethnic backgrounds appropriately.
- Ability to maintain professional demeanor when dealing with difficult individuals and situations.
- Ability to formulate a plan, actions steps, goals, objectives and follow-up to address client needs.
- Ability to read and interpret physicians' orders, notes from clients, and entries on computer screen as well as respond to them verbally and in writing.
- Skilled in use of Microsoft Word, Excel, and Internet.
- Experience with healthcare database usage preferred.
- Education and experience to provide direct and indirect support to clients, or team members serving clients, with complex medical and/or behavioral health needs.
- Ability and experience supervising a team with a diverse array of talents and responsibilities
- Form trusting, collaborative relationships with clients, Navigation team, behavioral health navigators, local healthcare providers, Regional Accountable Entity partner organizations, and community partners.
- Ability to connect with clients, empathize, show compassion, perform assessments, advocate on their behalf, support self-sufficiency, and assist clients in development of individualized action plans.

**Core Competencies:** The following core competencies are required for this position.

- **Client centered care:** You identify, respect and care about clients' and leaders' differences, values, preferences, and expressed needs. You empathize with their experiences, both easy and hard. Your role is always to coordinate care and look at the big picture, or social determinants of health, and how they impact the client's health and well-being. You listen to, clearly inform, and share decisions with the client. You continuously advocate for disease prevention and management, wellness, and the promotion of healthy lifestyles. You also understand the importance of population health, or the health of the entire community.
- **Medical home approach:** You understand the importance of every person having a medical home, or primary medical, dental, and mental health provider that understands and knows the person. The medical home is patient-centered, comprehensive, and accessible to the client. You know that each client might need something different based on their own philosophies. Similarly, each provider might practice differently based on their philosophies. You work with the client to help them identify an appropriate medical home, and whenever possible a local medical home.
- **No wrong door approach:** You understand that health is more than health care. This is a client-centered approach where you can answer any questions a client might have to navigate the fragmented system of health care and human services.
- **Attentive, empathetic leadership:** As our first point of contact for clients, community members, partners, and community leaders, you make sure every single person feels welcome and has a role to play. You empathize with the communities we serve and put people at ease, especially when there are lines of difference or power. You listen to understand people's needs and take steps based on that input.
- **Equity at the center:** You recognize ways that race and other identities intersect in the work, especially with communities we serve. You identify potential for bias and actively work to minimize inequities in how we deliver our programs and services, power dynamics, decisions, policies and processes.
- **Continuous learning and reflection:** There's always more to know out there, and you're hungry for it. You absorb information from your colleagues, your work, and from keeping up with your field. If something doesn't make sense, you ask questions until it does, and you apply what you learn in your work. You are not afraid to take risks even though it means that you will make mistakes. And you *WILL* make mistakes. You are reflective about your own practice, and give yourself the grace to make mistakes, name them, and learn from them. With your continuous learning and reflection practice, you grow from your mistakes and make yourself and the organization better for it. This practice is encouraged and supported. When you give yourself grace to make mistakes and strength to learn from it, we give you grace and support your strength.
- **High volume, high efficiency:** We're pretty busy here, and doing your job contributes to making it easy for the entire team to do their jobs. You maintain systems for keeping tasks from slipping through the cracks. You're able to juggle competing demands and prioritize without sacrificing quality. You get back to people in a timely manner and take pride in

providing clear, helpful information. If you are unclear of your tasks or how to prioritize, you ask for help in a timely manner and try different tools and feedback during a timely implementation process. You anticipate two to three steps ahead for each task you are working on and move to address them. You anticipate questions and try to answer them before they are asked.

- **Attention to detail:** You aim to leave things better than you found them. As the owner of our [database, website, etc.], you notice and fix errors that others might overlook. When mistakes happen (which they will!), you address them quickly and look for ways to prevent similar errors.
- **Initiative and ingenuity:** You leverage resources creatively to solve problems and dive right in to take a concept from idea to implementation. You often consult with others, but you can also propose solutions in the best interest of the people we serve and the organization and get things rolling without much guidance. You provide timely and complete updates to your supervisor and/or team, even when that means there is little movement. By doing this, you illustrate your initiative and ability to work on a high functioning team.
- **Ownership and resilience:** You care deeply about getting results. You gather information, seek input, and drive work forward to the finish line. You think 3 (or 30) steps ahead to develop solutions, anticipate problems, and course-correct when needed. You hold a high bar even when things are hectic and bounce back from setbacks by turning each hurdle into a learning opportunity.
- **Relationship-building:** Part of your job is connecting with people from many different backgrounds. You find (and even create) opportunities to deepen connections and build authentic, mutual relationships across lines of difference, such as race or other identities. You truly welcome viewpoints that differ from your own, and you're able to "sit with" discomfort when people express themselves in ways that aren't familiar to you.
- **Teamwork:** You actively participate in the work of team by voluntarily taking on different roles and responsibilities. You work cohesively with other team members and encourage the efforts and contributions of others. Together we are better and you always work to lift up your teammates. You communicate clearly and respectfully with co-workers. You ensure that your communication was received and understood, which often means understanding the different styles of communication each person needs to receive information. You assume best intentions in others. You ensure that team goals are achieved through fair and reasonable sharing of responsibilities, opportunities for participation, and adequate resources and other supports. You understand everyone has a role to play and contribute to the team's goals, and you contribute your share. You understand others' skills, experience, knowledge and creativity and consistently speak highly of others to contribute to team spirit.
- **Adaptability and problem solving:** You are always ready to take advantage of unexpected opportunities and address obstacles. You look for the root of both simple and complex problems, so you can seek solutions. You approach work with a spirit of "yes" and adapt as things change, which they often do.

- **Strategist’s mind:** You quickly grasp the subtleties of complex issues and identify patterns in challenges. You don’t stop at diagnosing problems, though; you come up with insightful, pragmatic, equitable, and sustainable ways to produce positive change.
- **Inclusive leadership:** You approach leadership with a mindset of “power with” rather than “power over.” You recognize the value of divergent perspectives and regularly include others in planning and decision-making. You build equity and inclusion into goals and plans for staff development, retention, strategy, and culture. You will sometimes make difficult decisions in the best interest of the organization. When needed, you’re able to weigh complex factors and communicate tough decisions with clarity and empathy.
- **Coaching and modeling:** You make it your mission to develop others. You delegate skillfully and take the time to offer useful and actionable feedback. Because you lead by example (with our values as your north star), you inspire and motivate others to take action and meet goals. You hold the team accountable in ways that grow the people and our impact, and you make sure people feel appreciated.
- **Spirit of possibilities:** You firmly believe that we can all do things we’ve never done before, and can stretch ourselves to achieve incredible results. You maintain an optimistic outlook and always look for ways to make ideas work before assuming they won’t.
- **Work/Life balance:** You recognize work-related stress and work to minimize it, establishing a stable and sustainable way to work while maintaining your health and general well-being. You seek out supportive connections both in the workplace and in your personal life. You feel comfortable asking for support when you feel this is unbalanced, and utilize wellness resources provided by your organization. Adapted from: <https://www.qualtrics.com/blog/work-life-balance/>

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform 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 regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

**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.

The person in this position works in a shared office space. The noise level in the work environment is normal to a shared office.

**Benefits:**

Employees of the Grand County Rural Health Network are also eligible for our benefits program, which includes **medical insurance beginning the first day of the month after you start, 401(k), vacation time, sick pay, flex hours, and 30% working from home**, and other benefits which will be described in more detail in both the employee handbook and orientation package.

**Trial Period:**

New employees will be on a trial period for 90 days, during which you may not take vacation (unless pre-approved at time of hire) or work from home. This is to ascertain, for both you and the company, if this is truly the right fit. During and after this period, your supervisor will closely observe your job performance. Upon completion of the first 90 days of employment, employees become eligible for certain benefits, including accrued paid vacation and working from home up to 30 percent (30%) as is feasible without compromising quality of work.



## Attachment A

### What is Patient Navigation / Health Navigation?

**Patient Navigation Summary:** Navigators guide their client/participant (“client”) through the healthcare system and community resources to help ensure the client gets the healthcare they need when they need it. According to the National Institutes of Health, a patient navigator is “someone who helps patients (clients) to overcome barriers to care.” Common barriers to care, especially for the low-income and elderly populations, are: financial and economic status; language and cultural issues; communication; gaps in healthcare system; access to healthcare; geographical location; transportation; fear; lack of insurance; and health literacy levels (i.e. misunderstanding, misinformation, hesitancy, resistance, or fear of diagnosis or treatment).

Navigators can help residents, specifically underserved populations, in navigating through the fragmented healthcare system in Grand and Jackson County and link them to needed resources. They also help residents identified with chronic illnesses, such as cancer, heart disease, diabetes, asthma, and behavioral health conditions in overcoming barriers to obtaining prompt diagnostic and treatment services. Navigators focus on empowering and coaching, versus case management.

The Navigation Program Manager works as part of a team of community health workers (care coordinators, promotores de salud, high-fidelity wraparound, and recovery coordinators). They work to remove barriers to care, focusing on social determinants of health, while educating clients on medical, mental health, dental, and other health needs. The manager also works with Grand County Rural Health Network partners and community members. The program has been in place in Grand County since January 2011 and navigation services in the community have expanded. At GCRHN, the navigation team now includes care coordinators, a patient navigator, a high-fidelity wraparound facilitator, recovery coordinators, and promotores de salud. Now operated by Middle Park Health, the Behavioral Health Navigator program began as a collaboration between Grand County Rural Health Network, Mind Springs Health, and Middle Park Health. It consists of two medical social workers providing a combination of behavioral health navigation and outpatient care coordination. Our teams collaborate closely to best serve the needs of our community.

The Network is committed to improving health equity and addressing the social determinants of health. A willingness to understand the impacts of race, poverty, geography, and other determinants on the health of the community is necessary.