



Job Title	Community Medical Social Navigator	FLSA Status	Non-Exempt
Band	PRO	Probationary Period	12 Months
Zone	5	Job Code	18234

Class Specification – Community Medical Social Navigator

Summary Statement:
 The purpose of this position is to assist the Community Health Administrator and Community Health Officer in the areas of coordination, collaboration, and implementation of a community and public health program for the Colorado Springs Fire Department (CSFD). In this capacity, the Medical Social Navigator will be responsible for helping people with ongoing medical behavioral health, substance abuse, and social concerns while treating them professionally and compassionately. The Medical Social Navigator may be required to represent the community and Public Health Division at community, taskforce, stakeholder, hospital, or provider meetings.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Provide care coordination, injury and illness prevention information, and wellness and community health education. Educate patients on the appropriate use of the 9-1-1 system. Provide chronic disease management; and provide patient-centered non-emergent care. Advise on follow-up care with the goal of reducing patient hospital re-admission and emergency department use; and encourage the patient to engage in their health care. Provide assistance in determining social service needs and accessing the mental health care system. Administer patient care in a manner that is consistent with department protocols and physician’s orders. Conduct post-hospital release follow-up care, including monitoring medications, changing dressings, and checking vital signs; work with patient's healthcare team to coordinate care; and maintain patient care reports, files, forms, and charts.
35%	Assist in the patient scheduling and case management; attend internal and community partnership meetings; assist in scheduling and attending community outreach programs including blood pressure and blood sugar checks; and participate in CARES visits as necessary.
30%	Seek ways to participate in community-wide health education; provide training and information on CSFD CARES Program to other agencies across the county; and actively participate in the City and department innovation process in order to facilitate the growth and expansion of community health initiatives to better serve the Colorado Springs community.



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Competencies Required:

Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from and accredited college or university with major coursework in public administration, business administration, Nursing, or related field.

Experience: Three years full-time responsible experience in medical case management and/ or public or community health environment.



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Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.	
Registered Nurse or National or State Paramedic certification	Upon hire
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised: Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instruction, and scheduling work. May supervise a regular group of employees.
Supervision Received: Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility: This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).

Physical Demands: Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Seasonally
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Frequently



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2016