



Job Title	Navigator Technician	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	5	Job Code	18255

Class Specification – Navigator Technician

Summary Statement:	
<p>The purpose of this position is to work with citizens who have been identified as (super-utilizers) within the Emergency Medical System, indicating 911 and Emergency Department over-usage. This position will provide support to the navigation team through crisis and symptom management and identify barriers to treatment and issues with care continuity. Coordinate care, provide general medical/ social information to members, and provide support. Assist with referral management and navigate less complex cases.</p>	
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.
30%	Provide case management for members, support and general medical/ social information to members, and coordinate care for CARES members as the need arises during intervention. Research community resources and share with staff members.
30%	Assist member with their care and participate in case consultation to ensure compliance. Assist the navigation team, with referral input, case management, and intake. Complete data entry, monitor caseloads, and attend meetings with stakeholders.
30%	Conduct intakes and member visits in homes and other semi-public locations, and communicate to advocate for members. Collect data and create and manage spreadsheets assigned by supervisory staff.
10%	Meet regularly with the lead navigator or medical director to review any scope of practice concerns. Adhere to medical direction as assigned, represent the community and public health at community meetings and outreach, and provide health education to members as assigned.



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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 a system of real numbers; and 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: Equivalent to completion of the twelfth grade (high school diploma or GED) and completion of an accredited program in the medical field of a Certified Nursing Assistant (CNA).

Experience: One year of full-time experience in a medical discipline or related.

Education and Experience Equivalency:



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One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Directions: The employee normally performs the duty assignments 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 position has no budgetary/ fiscal responsibility.

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	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Several Times per Month
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Frequently



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, standard office equipment, EKG, autoclave, thermometer, scale, glucometer, spirometer, audiometer, I-Stat (mobile lab), and ultrasound.

Specialized Computer Equipment and Software: Microsoft Office and Electronic Health Records software.

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: April 2018