



## Care Alliance

### Job Description

Position: Behavioral Health Navigator

EEO Category: Professional

Reports to: Behavioral Health Supervisor

Full/Part Time: Full Time

Location: Cleveland, Ohio

Shift: 8:00AM-4:30PM

#### Mission Statement:

Our mission is to provide high-quality, comprehensive medical and dental care, patient advocacy and related services to people who need them most, regardless of their ability to pay. Caregivers demonstrate a high level of empathy, compassion and profound respect while providing excellence of care to our patients. They serve as advocates for all of those in our Northeast Ohio community, especially the most vulnerable.

#### Job Summary:

The BH Navigator will be responsible for managing and increasing efficiency and clinical support and flow for all behavioral health and provide tracking for behavioral health referrals and follow up.

#### Task Responsibilities:

\*Include but are not limited to:

- Be an active problem solving Behavioral health team member who will serve as direct communication to patients for all BH reschedules and scheduling questions and provide accurate information about services behavioral health provides.
- Manage No shows to reschedule patients in real time of missing their appointment with a behavioral health staff and following up by phone call the next day, then sending a letter if no response.
- Report and track inquiries about barriers to engaging in traditional treatment and engage with the behavioral health team to identify needs and resources
- Manage a tracking list of all referrals for behavioral health issues
- Gather and analyze data in accordance with specific guidelines of the project and document according to guidelines.
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- Other duties as assigned by the supervisor.

#### Minimum Education and Experience:

##### **Required:**

- Associate of Art's degree in social work, psychology, sociology, or other related field preferred but not required.
- Ability to establish working relationships with patients and professionals

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## Behavioral Health Navigator

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- Knowledge of behavioral health system
- Ability to collect and analyze data in a complex environment and develop reports that can be shared with the community at large regarding outcomes of the project.
- Good verbal and communication skills.
- Ability to work with other agency personnel in implementing project by giving feedback and direction.
- Good problem solving skills.

#### Physical Requirements:

The physical demands and work environment characteristics 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.

#### Care Alliance Locations:

Care Alliance Health Center  
St. Clair Clinic  
1530 St. Clair Avenue  
Cleveland, Ohio 44114

Riverview Clinic  
Riverview Estates  
1795 West 25th Street  
Cleveland, Ohio 44113

Stokes Clinic  
Carl B. Stoke Social Service Mall  
6001 Woodland Avenue  
Cleveland, Ohio 44104

Central Neighborhood Clinic  
2916 Central Avenue  
Cleveland , Ohio 44115

#### Equal Employment Opportunity

It is the policy of the Care Alliance Health Center to ensure equal employment opportunity in accordance with the Ohio Revised Code 125.111 and all applicable federal regulations and guidelines. Employment discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), national origin, disability, age (40 years or more), military status or veteran status is illegal.

**General Sign Off:** The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

**By signing this document, I acknowledge that I have read and understand this explanation and job description.**

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Employee Signature

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Date

**Care Alliance**  
Behavioral Health Navigator  
Job Description

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Care Alliance Health Center

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