



HUB Navigator Position Description

TITLE: Bilingual HUB Navigator
REPORTS TO: HUB Lead Navigator
CLASSIFICATION: Full-Time, Part-Time, Independent Contractor options

Summary: The HUB Navigator will be responsible for helping referred individuals to navigate and access evidence-based health promotion programs (EBPs) and social care services. The HUB Navigator provides information on available resources, provides social support, and advocates for individuals and community health needs.

Essential Functions: Essential functions for this position include the following items. Other duties must be performed as assigned or required.

- Perform all job functions according to the mission and values of our organization.
- Process incoming referrals for EBPs.
- Assess health status, risk, and social determinants of health on incoming referrals.
- Focus on coaching, and empowering individuals to take an active role in healthy lifestyles.
- Effectively educate and link individuals to available EBPs and community resources.
- Register individuals into EBPs and assist with completion of forms and surveys.
- Make additional referrals to social care services that may impose limits on adherence and effectiveness of EBPs.
- Monitor individual's enrollment and retention in referred programs and social care services.
- Collect and manage individual's data including pre and post surveys to identify and report individual and community health needs.
- Communicate with other service providers and referral sources to enhance care coordination.
- Be an active advocate for health disparities at the individual and community levels.

Responsibilities:

- Treat all individuals with respect, courtesy, compassion, and with confidentiality.
- Makes self fully available especially when individual is going through a critical period and needs additional help and/or support.
- Communicates information in a manner appropriate for the intended audience.
- Review and maintain a working knowledge of our Handbook with standards of conduct, policies, and procedures to ensure performance that reflects honest,



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ethical, and professional behavior.

- Must adhere to state and national standards for HIPAA and other privacy regulations under proper authorization or legal compulsion.
- Always maintain a professional and collaborative work environment.
- Attend required meetings and trainings.
- Participate in webinars, conferences, and demonstrate genuine desire to develop strategies for improved operations and a high level of customer service/care coordination.

Qualifications: The requirements listed below are representative of the minimum knowledge, skills and ability required.

Education/Experience:

- Must be 18 years old.
- High school diploma or GED required.
- Community Health Worker training preferred
- Experience working with underserved and diverse populations.
- Experience in navigating health and social service systems.
- Ability to meet deadlines and work unsupervised.
- Experience with word processing and inputting data into computer software system.

Language Skills:

- Must speak and write fluent Spanish and English.
- Excellent customer service through telephone, listening, and verbal & written communication skills.

Certificates, Licenses, Registrations:

- Community Health Worker Training is highly encouraged and we can work with you to complete this training.
- Child and Dependent Adult Abuse Mandatory Reporter Training is encouraged. Will assist candidate in accessing this training as needed.

Physical Demands & Work Environment: The physical demands described here are representative of those that must be met by an independent contractor to successfully perform the essential functions of this job.

- Up to 90% of the job may be spent sitting while performing computer and telephone tasks.



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- Up to 10% of the job may be spent at a health fair/community event/external meeting educating the public/partners about healthy lifestyles/EBPs.
- Must be able to carry a laptop and small supplies when necessary.
- Must be able perform hand and wrist movements in performing administrative tasks.
- Ability to talk and hear for virtual communications.
- Ability to contact individuals via phone and/or operate virtual conferencing.
- Ability to operate a PC/laptop and to enter & retrieve information from a computer.
- Ability to handle varying levels of stress.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should be viewed as general guidelines.)

Environmental – There is little to no exposure to hazardous environmental conditions.

If interested, contact Ernesta Miller at 515-635-1285 or emiller@iacommunityhub.org