

Sacramento County Office of Education Job Description

Classification Title: Family and Community Health Systems Navigator

DEFINITION

Under general direction, as part of the School-Based Mental Health and Wellness (SBMHW) team, serves as a liaison for eligible families, caregivers, and students needing to access health, mental health, and education services including assisting with the navigation of these systems; performs related duties as assigned.

DIRECTLY RESPONSIBLE TO

Appropriate Administrator

SUPERVISION OVER

None

DUTIES AND RESPONSIBILITIES

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Acts as a liaison between families and public health and educational systems to support clients (families, caregivers, and students) in accessing available resources; collaborates with Sacramento County Office of Education (SCOE), county healthcare systems, school staff, and community agencies to identify resources and provide services to meet client needs; develops and maintains collaborative working relationships with community partners; supports and assists clients in navigating county healthcare systems including but not limited to Medi-Cal enrollment and external agency referrals; initiates and tracks mental health and wellness service registrations; supports client engagement in health care systems through a client-centered approach; identifies relevant programs, basic needs resources, community resources, and mental health services and assists and supports clients with accessing these resources; provides support in a variety of settings including school sites, community agencies, and homes; provides care coordination; organizes and conducts family/caregiver education classes in collaboration with the SBMHW team on mental health and wellness, social-emotional skills, and tools to empower families and caregivers to make informed decisions for their children; creates opportunities and events that lift community voice and increase client engagement and involvement in school and community supports and services; fosters an environment of inclusion and respect that welcomes, supports, and values the individuality of all clients and partners; demonstrates cultural humility and competence in all interactions; implements supports and strategies to advocate on behalf of communities served to enact systems-level change; identifies challenges to meet needs for all community members to address system-wide inequities; assist and engage clients to overcome barriers to accessing services; facilitates and promotes education, training, and awareness opportunities to reduce the stigma of mental health services; completes documentation and maintains accurate records; maintains confidentiality of information related to students, families, caregivers, and providers; attends and participates in meetings, trainings, and conferences as assigned.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

Any combination of experience, training, and education equivalent to a bachelor's degree and a minimum of two years' work experience (in a government agency, community-based organization, education, or healthcare setting desirable); experience supporting and connecting families, caregivers, or students with accessing public health or education systems in a home, community, or school setting; extensive professional or personal experience navigating public health systems preferred.

Knowledge of

Available community resources and services related to health, mental health, and education; social services or health care systems enrollment processes and procedures; culturally-sensitive practices; applicable state and federal codes, laws, and regulations; health regulations and ethics related to school-based mental health services including Health Insurance Portability and Accountability Act (HIPAA); the needs of historically underserved populations and factors which impact the delivery of mental health-related services for these individuals; standard clerical procedures, filing systems, and record-keeping tools; standard software applications including video conferencing platforms.

Skill and Ability to

Demonstrate inclusion and respect for the individuality of all clients and partners; demonstrate cultural humility, awareness, and sensitivity, and interact and communicate effectively with all individuals; collaborate with partner agencies to develop a system of support for clients; identify resources that meet the needs of clients and connect students and families to available resources; work independently with minimal supervision; communicate effectively in oral and written form; comprehend and interpret laws, rules, regulations, and policies pertaining to public health and education systems and services; prepare clear and concise written communications and make oral presentations to individuals and groups; engage individuals in group collaboration and team participation; present ideas and concepts clearly and concisely; operate a computer and use standard software applications; organize, track, and retrieve data and create reports; react with flexibility and sensitivity to changing situations, settings, and needs; organize and prioritize work; effectively deliver and carry out written and oral instructions; establish and maintain cooperative, collaborative, and effective working relationships with community partners.

Other Characteristics

Possession of valid California driver's license and willingness to travel locally using own transportation to conduct work assignments.

Approved by Personnel Commission 9/13/22