



POSITION DESCRIPTION

Navigation Specialist

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this through meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

POSITION GENERAL OVERVIEW

The Navigation Specialist provides field-based case management services to vulnerable women who need abortion resources and family planning. This person is the main point of contact for clients. The Navigation Specialist builds strong relationships with vulnerable populations in order to build trust and social capital. Navigation Specialist is committed to removing the client's barriers to services and resources by identifying critical resources for clients, helping them navigate through family planning services and systems, and promoting client health. They work closely with the Program Manager and CEO, and community partners—which could be doctors, nurses, social workers and other clinical staff to support vulnerable populations.

The Navigation Specialist will provide peer support, advocacy, and navigation services to vulnerable community members. They're responsible for creating and sustaining a network of resources in partnership with the Program Manager and CEO to support women who desire to have abortions or need support in accessing services that are no longer available in the state of WI. The Navigation Specialist will provide guidance in locating transportation, funding, mental health services, grief counseling, family

planning services, and advocacy.

TASKS AND ROLES:

- Provide stigma free, non-judgemental information on abortion options and alternatives
- Trauma informed care
- Provide short term peer support
- Provide referrals and resources
- Connect those in need with abortion providers in the area
- Helping set up initial/follow up appointments
- Gathering after care supplies.
- Support and/or arrange short term child care during and after appointments
- Support setting up mental health care before and after appointment
- Establishes close relationships with and serves as primary point of contact for clients
- Visits clients' homes if requested
- Accompany clients to medical appointments, when requested
- Deliver in-home education and support
- Communicate with team members (Program Manager, CEO, partners, etc.) to facilitate client care
- Observe, report, and assess client needs and action plan
- Identify resources for clients to overcome barriers to accessing resources, such as transportation, housing, and childcare arrangements
- Remain aware of current services offered by service providers, such as mental health, housing, and employment assistance
- Maintain strict confidentiality in accordance with agency policies
- May meet with clients after appointments to review and update care plan

Skills and Qualifications

- Commitment to the mission of Urban Triage
- Passionate, trustworthy, and empathetic when working with clients
- Ability to build relationships with different types of people, including clients, organization members, and health care providers
- Good communication and interpersonal skills and ability to speak concisely to clients and Care Team members
- Organized with confidential client material and appointment tracking
- Flexible and adaptable in response to changing client and health care providers' needs
- Interest in working with vulnerable women who are looking for abortion and family planning
- Minimum high school degree or some college education
- Strong understanding of cultural competency with the target population
- Bilingual (English/Spanish) preferred
- Computer literacy desirable

- Exposure to issues of death and dying
- Physical requirements:
 - Physical demands associated with office work
 - Extensive local travel
 - Some evening and weekend work required
- Positive individuals that can maintain solid working relationships with internal and external resources
- Patient and able to remain composed in stressful situations
- Flexible and able to adapt to different situations
- Represent the Urban Triage team with professionalism
- Require little management, direction and/or supervision from manager
- Comfortable with a Black lead organization
- Ability to work in a fast paced environment
- Ability to keep all information private and confidential
- Compassionate, professional, and non-judgemental

DISCLAIMER: The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT: This job adheres to the ethical and legal standards and behavioral expectations as set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.