



Health Care Navigator

About Us: Volunteers of America (VOA) is a national, faith-based nonprofit organization founded over 125 years ago. VOA Illinois is one of the oldest affiliates of the VOA family delivering strength-based, trauma-informed, gender-responsive and culturally sensitive programs and services at the highest standards of excellence to our clients. We have never stopped reinventing our services and we continue to innovate based on our communities' evolving needs. VOA Illinois, a certified "Great Place to Work," fosters an organizational culture focused on faith, innovation and collaboration. Year after year VOA Illinois expands and promotes from within, holding a workforce with over 50% having experienced promotion. Check out our careers page to find more opportunities at [PAYCOMONLINE.NET](https://paycomonline.net).

Program Overview:

VOA Illinois Supportive Services for Veteran Families (SSVF) is a comprehensive program for Veterans who are struggling in crisis or at risk of serious instability in their lives. The program provides Veterans with the support, resources and hope they need to successfully win "the war at home" and achieve their full potential in all areas of their life, by working on a personalized service plan with our Veteran Services team.

The SSVF Program reaches out to Veterans wherever they are in their journey towards healing and stability and offers a full continuum of supportive services and interventions that are individually tailored to meet the unique needs of each Veteran. At its core, it is strength-based and works to build on the inherent strengths and assets that exist within each Veteran we serve. The program also uses a very relationship-driven approach to helping Veterans rebuild and transform their lives – relationships with other Veterans and with caring, committed staff.

The National SSVF Program Office introduced the Health Care Navigator position in 2020 to bridge the gap in services for individuals in need. The HCN is tasked with connecting veterans to appropriate benefits and medical services including VA Service Connected and Non-Service connected benefits, SSI/SSDI, Medicaid/Medicare, VA Healthcare, community based health care, etc..

Position Type: This is a Full-time, in-office position and requires a 40-hour week on average. This is a Monday through Friday, 9 to 5 position. There may be opportunities to attend weekend or after hours meetings or events as needed.

Environment: Physical demands include sedentary work, operating a computer and other office productivity machinery with frequent communication with clients and colleagues of VOA Illinois and others involved in the care and custody of clients. The individual hired must be able to move, traverse and travel in the community in a vehicle, assist clients in and out of a vehicle if necessary and transport clients in the community. The individual is expected to travel between office sites including the headquarters office in the South Loop, our Englewood offices, and our Joliet offices as needed.

Core Competencies: To perform this job successfully, an individual **must** be able to meet or exceed the following;

- Drive engagement and communication with clients that embodies



empathy, patience and emotional intelligence.

- Advocate for clients using active listening to determine resources and meet various needs.
- Collaborate with VOA colleagues, outside organizations or vendors, etc. to connect clients and obtain necessary resources.
- Display discipline in managing time and attention to assigned caseload, tasks or projects.
- Exercise prudent stewardship of agency resources.
- Exhibit cultural competence while serving clients of diverse backgrounds and commit to expanding knowledge and understanding of different communities and people groups.
- Demonstrate ethical and professional behavior at all times.
- Engage with trauma-informed care approach and practice principles.
- Recognize and display ability to de-escalate and resolve conflict as necessary.

Essential Functions: To perform this job successfully, an individual must perform each essential duty satisfactorily. The functions listed below represent the position's knowledge, skills, and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions of this position.

- Conduct assessments of the Veteran in collaboration with the interdisciplinary treatment team, the Veterans, family members, and significant others.
- Identify potential barriers to care, the causes, and the impact of such barriers on the Veteran's ability to access and maintain health care services. The position should help highlight the Veteran's strengths, limitations, risk factors, and internal/external supports and service needs to optimize the Veteran's ability to access and maintain health care services.
- Review care plan goals with a veteran, conduct regular non-clinical barrier assessments, and provide resources and referrals to support adherence.
- Evaluate the effectiveness of the resources and referrals provided and makes appropriate modifications to ensure the provision of high-quality care and interventions.
- Monitor the Veteran's progress, maintain comprehensive documentation and provide treatment team members information when appropriate.
- Collaborate with SSVF Management staff, housing, employment, and service coordination team members to ensure wraparound services are provided.
- Educate the Veteran and family on the available options for acquiring knowledge and skills for managing health and wellness.
- Represents the agency's interests, the program, and the program participants in all networking and public relations opportunities.
- Accepts responsibility for appraisal of own work and own professional development.
- Delivers services with sensitivity to the clients' cultural and socioeconomic characteristics.
- Upholds the mission and values of the agency and serves as a role model to others.

Other Duties: As assigned by supervisor.

Education and Experience:

1. Masters of Social Work degree or equivalent preferred
2. LSW or LCSW preferred
3. 3 years or more of experience in human services preferred, relevant course work may be substituted
4. Proficiency with computers, especially MS Office and Excel is preferred



5. Excellent written communication and email etiquette
6. Experience serving veterans is preferred

Compensation and Benefits: Base Salary Range: \$50,000 - \$57,000

- BCBS IL Medical Dental, Vision
- 403b/403b Matching
- Paid-Time Off
- Life Insurance
- PSLF
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA) / Health Savings Account (HSA)
- Referral program
- AFLAC Supplemental Insurance options

EEOC Statement

VOA Illinois understands that it takes diversity of thought, culture, background and perspective to create a truly impactful organization and strongly encourages women, people of color, LGBTQ+ individuals, persons with disabilities, members of ethnic minorities, foreign-born residents and veterans to apply. Candidates interested in working with VOA Illinois should feel motivated to apply even if they do not match every requirement, as we understand the value of transferrable skills and passion for service.

VOA Illinois provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, gender identity or expression, age, sexual orientation, national origin, disability, veteran status or any other characteristic protected by state, federal or local law. Reasonable accommodations provided to qualified applicants and employees with disabilities upon request.

