



Healing Warriors Program – Job Description

1044 W. Drake Road, Ste 202, Ft. Collins, CO 80526

JOB OVERVIEW			
JOB TITLE	Client Navigator, Part Time	DEPARTMENT	Administration
REPORTS TO	Clinic Director	LOCATION	Fort Collins
DAYS/HOURS	20 hours during clinic open hours M-F 8:30 am – 5:00 pm; willing to work additional hours during first 2 weeks for onboarding	SALARY	\$18/hour

GENERAL JOB DESCRIPTION

The Client Care Navigator is responsible for reducing the barriers to resources and care. Assist clients in obtaining services with HWP as well as providing resource information for adjunct support needs available through community resources. The Client Navigator plays a critical role with veteran suicide prevention through connecting our veterans with needed resources. Professionalism, respect and observance of standard confidentiality and privacy standards is required.

DUTIES & RESPONSIBILITIES

- Skilled in listening skills to “hear” the client’s needs (Peer to Peer counseling training essential)
- Responsible for client wellness check ins and scheduling telehealth, contacting clients who may be at risk for missing appointments
- Builds professional relationships with clients and with the healthcare community about services provided at HWP to partner in care
- Understands that HWP does not provide counseling services and directs clients to counseling service providers in the community
- Maintain communication with clients who may be “at risk” for barriers to treatment
- Ability to work with clients that may have different communication needs due to traumatic brain injuries or other health conditions.
- Stays informed and current of changes in the healthcare community
- Stays informed and current about available veteran resources
- Maintains professional boundaries; the Client Navigator does not provide patient care
- Completes HIPPA and Suicide prevention training and follows confidentiality and privacy procedures as per the Health Insurance Portability and Accountability Act (HIPPA) privacy rule guidelines
- Keeps a clean and organized office environment

EDUCATION & TRAINING

Peer to Peer Counseling specialist or other Behavioral Health specialty
 Bachelors Degree desired but not required, maturity, willingness to learn, and equivalent work experience, are an asset.
 Background working with United States service members desired

SKILLS & ABILITIES

Excellent listening skills and calm, compassionate professional demeanor is required. Good organization skills staying current with healthcare developments and veteran resource availability is required. Good computer skills are desired. The desired candidate demonstrates a respectful, professional and calm demeanor and is sensitive to patient information needs as well as information overload. Good written and verbal communication skills are necessary for this role. The perfect candidate understands the importance of listening skills, confidentiality and privacy, professional boundaries and supports HWP standards for a safe, comfortable clinic environment.



Fort Collins Clinic, 1044 West Drake Road, Ste 202, Ft. Collins, CO 80526

Our Mission

Our mission is to advance individual wellbeing for Veterans and their families through integrative care services and education.

Our Values

Professionalism – We maintain appropriate boundaries, handling issues with courtesy, maturity, competency and a minimum of stress for the client and our team. We demonstrate personal leadership and conduct reflecting:

Competency: we seek to learn and excel at our roles and responsibilities.

Integrity: we do what we say we are going to do

Self-Regulation: we manage our responses to friction or stress in a manner that maintains a professional work environment.

Respect: we recognize and honor each person's role.