

**ADAMS COUNTY
SUMMARY JOB DESCRIPTION**

Position: RNP Outreach Navigator
Department: Integrated Health Care Services
Program: SUD/Recovery Navigator Program

Position Number: 1040031
Classification: Non-Represented Range 13
Positions: 1.0 FTE

1.0 MAJOR FUNCTION AND PURPOSE

1.1 The Outreach Navigator will provide screening, outreach, and engagement to individuals referred to the Recovery Navigator Program (RNP). The Outreach Navigator will act as the contact point for all referrals to program case management. This position must ensure effective and efficient communication, as well as collaboration, between all partners involved in referring and receiving referrals for the program. The Outreach Navigator will conduct community outreach as needed to engage referred individuals who have yet to connect with their assigned Case Manager. The Outreach Navigator must develop and maintain positive, collaborative relationships with all Recovery Navigator Program partners and other service providers to best serve program participants.

2.0 SUPERVISION RECEIVED

2.1 Persons in this position are given some discretion, within the scope of policy and regulations, in the routine performance of their duties. Supervision and guidance are received from the Substance Use Disorder Clinical Director or designee.

3.0 SUPERVISION EXERCISED

3.1 Persons in this position do not routinely supervise anyone.

4.0 REQUIRED DUTIES AND RESPONSIBILITIES

4.1 Act as the point of contact and primary liaison with law enforcement, community, and others making Recovery Navigator Program referrals.

4.2 Provide initial screening and engagement with referred individuals.

4.3 Manage and maintain information regarding referrals in database.

4.4 Provide street outreach to engage referred individuals and help facilitate the transition to the assigned Case Manager.

4.5 Support Case Managers in locating individuals when necessary.

4.6 Follow up with individuals who may show signs of disengagement from services.

4.7 Provide immediate response to municipal police, County Sheriff's Deputies, and Department of Corrections officers regarding program participants when Case Managers are not available during regular business hours.

4.8 Develop and maintain positive, collaborative relationships with Recovery Navigator Program partners and other services providers in the community.

4.9 Articulate their own recovery, resilience, and lived experience in ways that are relevant to the obstacles faced by individuals referred to the program in order to build rapport and engagement.

5.0 REQUIRED KNOWLEDGE AND ABILITIES

- 5.1 Knowledge of challenges faced by the socioeconomically disadvantaged, individuals with disabilities, and populations disproportionately impacted by the criminal legal system.
- 5.2 Knowledge of outreach engagement approaches, service referral, and available community resources, recovery supports and organizations for those with substance use and co-occurring disorders.
- 5.3 Knowledge of the regional system of care including mental health agencies and substance abuse and recovery services.
- 5.4 Knowledge of community resources, housing providers, federal and state entitled benefits, and other programs individuals may qualify for.
- 5.5 Knowledge of common mental health and substance use disorder diagnoses.
- 5.6 Knowledge of relevant program requirements, policies, and procedures.
- 5.7 Knowledge of relevant Federal and State laws, rules, and regulations, including HIPAA and 42 CFR part 2.
- 5.8 Ability to engage with the public in a professional, courteous, and calm manner, often under stressful situations.
- 5.9 Ability to communicate effectively, both orally and in writing, with culturally, socially, and economically diverse populations.
- 5.10 Ability to build and maintain positive relationships with clients, co-workers, and community agencies/partners.
- 5.11 Ability to work both independently and as a member of a team.
- 5.12 Ability to accept persons who may be different from yourself.
- 5.13 Ability to exercise tact and discretion in obtaining cooperation of others.
- 5.14 Ability to maintain a professional demeanor during stressful and/or hostile situations.
- 5.15 Ability to utilize lived experience to develop a therapeutic alliance with individuals, demonstrating empathy and positive regard.
- 5.16 Ability to maintain appropriate boundaries and utilize appropriate supports if experiencing secondary trauma.
- 5.17 Ability to collaborate and coordinate with providers and allied systems in the community.
- 5.18 Ability to facilitate effective resolution of conflicts between clients and others.
- 5.19 Excellent computer skills to include, but not be limited to: Outlook, Microsoft Word, and Excel. Must be able to utilize communications and equipment necessary to perform required duties. Ability to use a computer terminal and other office equipment standard to areas of assignment and to adapt to new and/or modified equipment which may be acquired.
- 5.20 Ability to adhere to all County and Departmental policies and procedures.

6.0 MINIMUM QUALIFICATIONS

- 6.1 High school diploma or equivalent required. Additional consideration is made for individuals with postsecondary education in social work, substance use disorder treatment, human services, counseling, or other behavioral science or related field.
- 6.2 Applicants to the position must have lived experience, defined as a current or past recipient of behavioral health service and/or with current or past involvement in the criminal legal system.
- 6.3 Individuals must be in active recovery, and able to provide appropriate case management and support services to program participants without impairing their ability to remain in active recovery.
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- 6.5 Valid Washington State Driver's License.
- 6.6 Successfully pass criminal background check.

7.0 DESIRABLE QUALIFICATIONS AND ABILITIES

- 7.1 The ability to provide street-based outreach and engagement services to individuals who are or are at risk of becoming involved with the criminal justice system due to a substance use disorder or co-occurring behavioral health issue.
- 7.2 Demonstrated experience in developing positive, collaborative relationships with law enforcement and social services providers to effectively serve mutual clients.
- 7.3 Fluent (speak, write, and read) in English and Spanish languages.
- 7.4 Experience working with individuals with complex life issues and/or behavioral health conditions.
- 7.5 Experience providing street-based outreach and engagement is highly desired.

8.0 WORK ENVIRONMENT AND PHYSICAL DEMANDS

- 8.1 Employee is responsible for contributing to a safe and positive work environment, actively demonstrating the organization's values in their daily work and interactions.
- 8.2 Work is normally performed indoors in an office environment with many interruptions. Some work outdoors may be required. Incumbent must, with or without accommodation, occasionally lift or move up to twenty-five (25) pounds, operate office equipment, and frequently stoop, bend, stand, sit, and climb. Vision must be, with or without glasses, sufficient to read small print.
- 8.3 This position has a standard eight (8) hour workday from 8:00 am to noon and from 1:00 p.m. until 5:00 p.m. Due to the nature of the work, the work schedule will vary depending primarily on the needs of the program participants, activities that may be scheduled beyond the control of program participants, and training opportunities that may arise. The schedule shall be determined by the Department Administrator or Clinical Director.
- 8.4 This job requires the independent ability to transport individual consumers safely throughout the County to provide agency services in outlying areas of the County.

8.5 A County vehicle may be available for use when conducting official business. Overnight travel may be required in some circumstances. However, employees may utilize their private vehicles in the performance of their duties and will be reimbursed for mileage. Proof of personal auto insurance with acceptable liability amounts is required to utilize a personal vehicle for County business. Acceptable liability amounts may be defined by Adams County or the appropriate risk pool.

This job description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer and requirements of the job change.¹

Employee Name _____ Signature _____ Date _____

Supervisor
Name _____ Signature _____ Date _____

| Position Created, Job Description and Compensation (Range 13 Non-Represented) Adopted 9/20/2022 under R-028-2022,

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