



TULSA DAY CENTER, INC

Mission: To serve those who are experiencing or at risk for homelessness

Job Description:

Service Navigator

Date of Preparation: May 2021

Dates of Review:

Dates of Revision:

I. JOB SUMMARY

The Service Navigator reports to the Case Manager Supervisor at the Tulsa Day Center. Since the Day Center is a “housing focused” shelter, this position is responsible for helping clients navigate inside the Day Center with basic services, clinic, mail, and case management. This position will also provide support to the front deck staff and be a liaison for case managers. This collaboration of services provides a continuity of care for persons that utilize services inclusive of, but not limited to, mental health, substance abuse, prevention, or other services to support the client in achieving self-sufficiency and community tenure. The role of the Service Navigator is to provide care and service to individuals coming in for Basic and Day Services at the Tulsa Day Center.

II. RESPONSIBILITIES AND DUTIES

The Service Navigator will have the following responsibilities:

- A. Engaging with individuals experiencing homelessness.
- B. Encouraging connections to mental health, housing, health and wellness, and other supportive services.
- C. Advocating for individuals seeking mental health services within the community.
- D. Aiding with:
 - 1. Assist Client inside the Tulsa Day Center
 - 2. Computer support
 - 3. Mail
 - 4. Housing applications
 - 5. Birth certificates
 - 6. State IDs
 - 7. Social Security card applications

- 8. Social Security/Disability applications
- 9. Transportation as needed
- E. Recording daily clients contacts and progress notes for each client in appropriate format.
- F. Representing the Day Center at designated meetings with various providers to coordinate client care.
- G. Attending Day Center staff meetings as scheduled.
- H. Performing other duties as appropriate and requested.

III. QUALIFICATIONS AND SKILLS

Important qualifications and skills for this position are:

- A. Bachelor's degree in social work or related field preferred but not required.
- B. Must have, or be able to obtain, a Behavioral Health Case Management certificate through Oklahoma Department of Mental Health and Substance Abuse Services.
- C. 1-2 years' experience in the social service profession.
- D. Excellent organizational and time-management skills.
- E. Demonstrated proficiency in writing, recordkeeping, and communication skills.
- F. Good interpersonal skills.
- G. Able to work consistently and independently.
- H. Able to relate to others in a non-judgmental and supportive fashion.
- I. Able to act calmly and swiftly in a crisis situation.
- J. Must a valid Oklahoma Driver's License, as well as a properly-insured vehicle.

IV. SALARY AND BENEFITS

Salary and benefits will be determined based upon applicant's experience and qualifications.