



# EMPLOYMENT OPPORTUNITY

**Center for Families and Children**  
**Human Resources Department**  
**4500 Euclid Avenue**  
**Cleveland, Ohio 44103**  
**(216) 432-7257 (Fax)**  
**[careers@c4fc.org](mailto:careers@c4fc.org)**

<u>Position:</u>	<u>Location</u>
Professional I or II – Patient Navigator	Split between East and West Behavioral Health Offices

**Job Summary:**

Under the direction of the Integrated Health Care Program Director, is responsible for health care patient navigation. May conduct health status screenings; helps patients in CFC’s Integrated Health Care Clinic access health care resources. Schedules health care appointments internally and externally. Promotes effective communication within project and between collaborators through teamwork. Attends program staff meetings; contributes to departmental and organizational decision-making through active participation. Works effectively and positively with co-workers.

**Job Duties & Responsibilities:**

Navigator must have a demonstrated high level of engagement skills. Through the engagement process, the successful candidate provides a variety of service functions, including health status screenings, scheduling, monitoring, advocacy, and linkage with internal and external health care resources. Documents referrals and linkages; collects pertinent data. Works with patient and their health care team to reduce barriers to person-centered care.

Assists in the establishment of community support networks of health care for the mentally disabled.

Identifies gaps and advocates for change in services available to clients.

Establishes a good working rapport; obtains information from clients and supplementary sources to help clients understand the importance of timely healthcare. Helps clients understand the healthcare system so they can move toward self-navigating.

Performs basic administrative tasks related to the job, which includes the timely completion of clinical records, forms and reports.

May transport or accompany clients to appointments as needed.

Performs other duties as assigned.

**Job Qualifications:**

A Professional I must have a Bachelor’s degree in social work, counseling, psychiatric nursing, psychology or related field\*. A mental health professional license in the state of Ohio required. \*If degree in related field must have 3 years case management experience and actively enrolled in a Masters program in social work, counseling, or psychiatric nursing.

A Professional II must have a Master’s degree in social work, counseling, psychiatric nursing or related field and have a mental health professional license in the state of Ohio.

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Must be able to form strong treatment relationships; to engage clients in the mutual assessment of problems and in goal setting; and to implement health care treatment plans from initial contact through termination.

Must have good oral and written communication skills, ability to make sound decision under stressful conditions, demonstrated clinical skills, and ability to be highly organized and prioritize numerous tasks. Must understand and accept a systems approach to service delivery, and agency and program philosophy and goals. Must be able to work closely with other team members.

Must have an awareness of and sensitivity to the cultural diversity of the populations served.

Must have a valid driver's license in the State of Ohio with access to an insured vehicle for client transportation. Must also have and maintain an acceptable driving record

## ***Application Procedures:***

For consideration of this employment opportunity, please submit your application materials to the address, fax, or email address noted above. External candidates must submit two copies of their résumé and cover letter if applying by postal mail.

**The Center for Families and Children  
Human Resources Department  
Attention: Professional I or II – Patient Navigator  
4500 Euclid Avenue  
Cleveland, Ohio 44103  
HR Fax #: (216) 432-7257  
HR Email: [careers@c4fc.org](mailto:careers@c4fc.org)**