



Position Announcement  
**Health Navigator**

**JOB TITLE:** Health Navigator

**PROGRAM:** Refugee Services

**REPORTS TO:** Resettlement Program Coordinator

**LOCATION:** Concord

**EMPLOYMENT TYPE:** Full-time (37.5 hours), Non-exempt

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**OUR AGENCY**

Guided by Jewish values and in collaboration with the diverse communities we serve, JFCS East Bay contributes to the resilience of communities, families, and individuals through advocacy and comprehensive support services at every stage of life.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 60 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

*JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.*

**POSITION SUMMARY**

The Health Navigator will address barriers and facilitate increased access to healthcare for recently resettled Afghan refugees. The Health Navigator will provide strengths-based, client-centered case management regarding clients' identified health concerns, including those experiencing mental health or psychological difficulties and those with physical disabilities or medical conditions. The position will work closely with clients, colleagues, and external parties to ensure that clients complete health screenings and receive appropriate health care appointments, follow-ups, and referrals per client eligibility and program requirements.

## **POSITION RESPONSIBILITIES**

- Coordinate and Schedule Refugee Health Screening (RHS) appointments for newly arrived refugee families, including transportation.
- Work closely with the resettlement team to identify healthcare needs, including RHS, and coordinate services for vulnerable clients.
- Assist clients in navigating healthcare systems by helping them select health plans and service providers.
- Ensure each client is familiar with contacting their primary & specialty providers, including scheduling their follow-up appointments.
- Monitor and track services and data collection. Must maintain digital and physical client case records and files, including the report creation.
- Work closely with the case manager and respond to client health-related crises.
- Participate in training and meetings.
- Provide clients with extended orientation on various topics regarding health, such as women's health and specialized treatment for people with physical disabilities, and navigate clients through the system.
- Ensure clients with identified mental health risks or interest in specialty mental health care has linkage and referrals to culturally and linguistically appropriate mental health care partners.
- Actively participate in relevant training and meetings.
- Conduct regular outreach to healthcare providers and social service agencies to address health needs and identify resources. Advocate on behalf of clients who are having difficulty accessing services.
- Perform home visits and/or accompany clients to appointments as needed.
- This position may require occasional weekend and/or evening work.
- Other responsibilities as assigned.

## **REQUIRED MINIMUM QUALIFICATIONS**

- Associate's degree in Social Work, Psychology, sociology or equivalent field of study. Significant work experience can replace education requirement.
- Candidates must possess high ability to work independently, with other team members, and maintain professional boundaries with clients at all times.
- Candidates should be comfortable interacting with the Afghan populations with a high degree of sensitivity to new arrivals who may lack family or community ties and may experience multiple barriers to accessing key services.
- Self-starter with excellent problem-solving skills combined with the proven ability to multi-task, prioritize duties, and manage time effectively.

- Demonstrated commitment to promoting and strengthening the social and emotional well-being of Refugee families throughout the East Bay.
- Proficient in Microsoft Office applications (Word, Excel, Outlook); ability to use the internet and other digital tools for data entry, research, and problem-solving purposes
- Excellent interpersonal skills with people of all ages
- Cross-cultural awareness and communication skills

### **PREFERRED QUALIFICATIONS**

- Bachelor's degree, preferably in Social Work, Psychology, Sociology or other equivalent field of study.
- A valid driver's license and access to a personal, insured vehicle for home visits and client appointments.
- Knowledge of public benefit systems, safety net programs, and regional partners who administer services for refugee & immigrant populations.
- Prior experience working in case management and/or with immigrant populations.
- A working knowledge of a second language, such as Spanish, Ukrainian, Dari, Farsi, Pashto, Arabic, or Tigrinya.

### **COMPENSATION AND BENEFITS**

Compensation for this position will be \$26/hr to \$30/hr based on experience. Benefits include medical, dental, vision, Life Insurance/AD&D, Long Term Disability, flexible spending accounts, 401(k) with contribution matching after one year, and 28 paid days off per year. We also offer the option for hybrid work schedules where employees can work from home as well as in-office.

### ***EEO STATEMENT***

As an Equal Opportunity Employer, JFCS East Bay does not discriminate on the basis of any protected categories: age, ancestry, citizenship, color, disability, gender, immigration status, marital status, national origin, race, religion, sexual orientation, or veteran's status. The agency is committed to the principles of diversity in employment and to creating a community where everyone can flourish with dignity.

### **CONDITION(S) OF EMPLOYMENT**

Satisfactory completion of a background check (including LiveScan where applicable). The background check may include, but is not limited to: criminal records check, verification of academic credentials, licenses, certificates, credit history, professional references and/or verification of work history is required for employment. JFCS East Bay will issue a conditional offer of employment to the selected candidate, which may be rescinded if the background check reveals disqualifying information.

### **COVID VACCINATION POLICY**

JFCS East Bay requires staff to be fully vaccinated against COVID-19, including the booster shot, or declare a medical or religious exemption. Candidates should be prepared to provide proof of vaccination or complete a medical or religious exemption form.

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### **APPLICATION PROCESS**

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please **include the position name in the subject line**. Position open until filled.