



Client Navigator Position Description

Position: Client Navigator

Purpose: To provide trauma-informed care to all individuals seeking SAC services by assisting them in navigating service options available to them at SAC. As well as assessing those individuals for appropriate fit for clinical services. The Client Navigator will provide appropriate referrals for individuals when SAC services are not an appropriate fit. The Client Navigator also assists with advocacy services, crisis support, and community outreach.

Reports to: The Clinical Director

Major Duties:

- Assess all clients for appropriateness of clinical services, advocacy needs or outside referrals; assist clients in navigating available options.
- Manage English and Spanish waitlists, including scheduling new client intakes for therapists, providing SAC group referrals, and updating needs of clients on the waitlists.
- Provide Orientation Visits to all new clients, both English and Spanish speaking clients.
- Collaborate with the other Client Navigator regarding scheduling needs of clients, special needs, maintenance of the waiting list, and all other nuances of connecting clients to clinical therapy services.
- Work closely with the First Response Therapist, Advocacy Team, and Clinical Team to ensure each new client receives quality, trauma-informed services.
- Maintain appropriate and thorough documentation.
- Maintain accurate data for incoming calls, monthly waitlists, therapist breakdowns, payor source breakdowns for each therapist.
- Assign clients to the appropriate payer source and communicate regularly with the other Client Navigator and Client Account Manager.
- Serve as first responder to crisis and walk-in clients/individuals, providing support and information, and connect with the Advocate on call.
- Provide community awareness and outreach presentations as needed to inform others of SAC's victim/survivor services; table events, MAP presentations, lunch and learn presentations.
- Maintain close working relationships with key referral sources and continue to develop new referral source relationships; maintain and keep up to date referral and resource lists.
- Provide advocacy services to clients as needed.
- Participate in regularly scheduled supervision meetings with Intake Coordinator.
- Other duties as assigned (i.e., front desk coverage as needed).

Qualifications:

- Bachelor's degree or relevant work experience in related fields (i.e., counseling, social work, psychology, etc.) is required.
- Minimum of 2 years' experience (post bachelor's degree in a related work environment).
- Bilingual is preferred.

SAC reserves the right waive any of the above qualifications dependent on work experience and other qualifying factors.

Competencies:

- Ability to provide caring, empathetic support, guidance, and crisis counseling to sexual assault survivors and family members.
- Experience and comfort with providing support and care to survivors of sexual assault.
- Ability to complete assignments and projects timely as assigned.
- Excellent time management and organizational skills.
- Strong work ethic and dependability.
- Ability to work both cooperatively and independently.
- Excellent listening, oral and written communication skills.
- Ability to be non-judgmental.
- Knowledge of crisis intervention techniques.
- Ability to assess a client's level of functioning and appropriateness for outpatient services.
- Experience of care strategies to support healthy well-being of self.
- Ability to navigate electronic record keeping systems.
- Knowledge of Community Resources and Referral Sources.
- Knowledge of HIPAA and Tennessee Confidentiality Laws.

Job Type:

- Full-Time
- \$20.00 per hour
- Hybrid (4 days in office/ 1 day work from home)
- Occasional evening hours required

The Sexual Assault Center is committed to building a diverse staff and strongly encourages applications from candidates of color and other prioritized populations.

The salary range for this position starts at \$ 20/hr. with competitive benefits package.

SAC is an Equal Employment Opportunity employer.

Interested applicants please submit a cover letter and resume via email with the subject line "Client Navigator" to Human Resources at humanresources@sacenter.org