



March 2, 2021

JOB ANNOUNCEMENT

**FULL-TIME
COMMUNITY LIVING CONNECTIONS ADVOCATE**

Okanogan County Community Action Council is seeking a regular full-time, 32-40 hours a week Community Living Connections Advocate to help provide care coordination services to individuals and their families. We are seeking an experienced, highly motivated person with demonstrated leadership ability, and excellent people skills to help facilitate a reduction in utilization of emergency services and decrease the recurrence of additional hospitalizations. The successful candidate will work in partnership with our staff to assess the client's needs, develop and monitor implementation of service plans, make appropriate referrals, as well as serve as the client's advocate when referred to other service providers.

QUALIFICATIONS: Bachelor's degree in social or health sciences; two to three years of related experience; ability to perform accurate, timely detail work under deadlines; experience or education in family support and/or counseling; valid Washington State driver's license; and acceptable completion of a criminal history background check. Bilingual (English/Spanish) ability a plus.

SALARY RANGE: \$13.74 – \$23.12 per hour, Dependent upon Experience

CLOSING DATE: Until filled

HOW TO APPLY: visit www.occac.com to view the job opening. Click the "About Us" tab at the top of the page. Then select the Employment link.

APPLY BY OCCAC APPLICATION, COVER LETTER AND RESUME TO:

Okanogan County Community Action Council
ATTN: Connie
P.O. Box 1067
Okanogan, WA 98840
connien@occac.com

(509) 422-4041
1-877-641-0101
FAX (509) 826-7339

EEOC/AA Employer

JOB DESCRIPTION

COMMUNITY LIVING CONNECTIONS ADVOCATE

NON-EXEMPT

The Community Living Connections Advocate is part of the agency's Veteran Services Team, which provides care coordination services to eligible individuals and their families. Works with individuals and their families to assist them in successful navigation of the VA Healthcare System. Works to support their continued health improvement to facilitate a reduction in utilization of emergency services and decrease the recurrence of additional hospitalizations. Assesses needs, develops and monitors implementation of service plans, makes appropriate referrals and serves as a client advocate with other service providers. Responsible for following up with patients regardless of setting to coordinate care and follow up services as needed.

This position is supervised by and accountable to the Support Services Leader.

DUTIES & RESPONSIBILITIES

Essential Functions

- Complete the initial interviews with the client and their family to assess eligibility for services.
- Gather relevant and useful data from the client, family, other agencies, and to determine appropriate support systems for the client.
- Assemble and guide group discussions and decision-making sessions among relevant professionals and program representatives, the client, their family, and significant others to formulate goals and design an integrated support plan.
- Assist Veterans in accessing healthcare systems by gaining entry to VA health care (including mental health care) or community care when Veterans are not eligible for VHA
- Connecting Veterans to VA health care by working with the VAMC to facilitate enrollment, helping to gather documentation and complete required paperwork and following up on enrollment progress to ensure that the Veteran is enrolled in VA or community health care services
- Monitor adherence to the plan and manage the flow of accurate information within the action system to maintain a goal orientation and coordination momentum.
- Provide "follow-along" to the client and their family to speed identification of unexpected problems in service delivery and to serve as a general troubleshooter on behalf of the client.
- Help Veterans get access to appointments when needed by supporting Veterans in identifying health care needs and working collaboratively with health care teams to facilitate access to care.
- Assist Veterans in utilizing available services including preventative health care by communicating with Veterans and health care teams about appointments
- Provide counseling and information to help the client and their family in situations of crisis and conflict with service providers.
- Help Veterans identify barriers to adhering to recommended health care plans
- Provide ongoing emotional support to the client and their family so they can cope better with problems and utilize professionals and complex services.
- Assist Veterans in understanding and communicating with providers to make informed decisions about health care by supporting and encouraging Veteran to discuss questions about medication or treatment goals with providers
- Problem-solve barriers to care (i.e. access, transportation, childcare)
- Complete the necessary paperwork to maintain documentation of client progress and adherence to the plan by all concerned.
- Act as a liaison between the client and their family and all relevant professionals, programs, and informal resources involved in the overall support plan to help the client make their preferences known and secure the services needed.

- Act as a liaison between programs, providing services to the client to ensure the smooth flow of information and minimize conflict between the subsystems.
- Provide education or create linkages for Veterans to learn about wellness related topics through printed materials, inviting guest speakers to education groups on health-related issues for Veterans, and linking Veterans to support groups or other programs at the VA or in the community to support their health goals
- Establish and maintain credibility and good public relations with significant formal and informal resource systems to mobilize resources for current and future clients.
- Perform effectively and as a professional within the organization to be in a position to develop and modify policies and procedures affecting clients and the effectiveness of the service delivery system.
- Secure and maintain the respect and support of those in positions of authority so their influence can be enlisted on behalf of the client and used, when necessary, to encourage other individuals and agencies to participate in the coordination effort.
- Remain current on state and federal policy, requirements, laws and regulations governing program and services.
- Maintain systems and records that provide for the proper evaluation, control, and documentation of assigned operations.
- Prepare reports and correspondence as required.
- Perform other related duties as assigned.

Knowledge, Skills, & Abilities

- Knowledge of the dynamics of aging.
- Knowledge of crisis intervention and counseling principles and practices.
- Ability to prepare accurate reports, correspondence and documentation.
- Ability to meet deadlines and follow through on assigned tasks.
- Ability to comprehend complex documents, details and concepts.
- Ability and willingness to maintain client confidentiality.
- Ability to work with low-income and disabled clients in a professional and compassionate manner.
- Ability to understand and apply federal, state and local policies, procedures and regulations applicable to the area of assignment.
- Capable of analyzing and evaluating client needs and development and implementation of corrective action(s) to resolve issues.
- Ability to communicate effectively, both orally and in writing.
- Health care navigators must be able to communicate effectively with Veterans and health care team.
- Ability to operate computer and relevant applications.
- Ability to access and egress non-ADA facilities and homes.
- Ability to establish and maintain effective working relationships with agency staff, gatekeepers, Veteran, health care team, and the general public.
- Ability to network and build relationships internal and external to the organization.

EDUCATION & EXPERIENCE

- Background in Social Services and/or Healthcare navigation.
- Two to three years of related experience.

QUALIFICATIONS, CERTIFICATIONS, & LICENSES

- Ability to work on a Team.
- Strong communication and interpersonal skills.
- Strong organizational and detail-oriented skills.
- Ability to perform accurate, timely detail work under deadlines.

- Have Certified Family Development Specialist certification or ability to acquire within one year of employment.
- Demonstrated experience with or willingness to learn about OCCAC services the agency provides.
- Demonstrated experience or education in family support and/or counseling.
- Demonstrated understanding of Low-income culture.
- Ability to type and competency in Microsoft Office programs.
- Willingness & ability to travel on agency business
- First Aid/CPR (within six weeks of employment).
- Valid Washington Auto Insurance coverage in the amount required by the State of Washington.
- Valid Washington State driver's license with acceptable driving record.
- Access to reliable transportation.
- Acceptable completion of a criminal history background check.

PHYSICAL DEMANDS ON THE JOB

While performing the duties of this job, the employee is constantly required to sit, talk, see, and hear. The employee is constantly required to stand, walk, or use hands to finger, handle, or feel objects, standard keyboards and office equipment or controls and reach with hands and arms. The employee will occasionally need to lift and/or move objects up to 20 pounds and seldom lift and/or move objects up to 20 pounds above their head. Noises in the work environment are usually moderate.