

Children's Navigator Job Description

Position Summary:

Under the direction of the Children's Coordinator, this position is responsible to provide support, coordination, and linkages for children's behavioral health services throughout MH/DS of the East Central Region. This includes, but is not limited to, coordinating aspects of regional children's service provision, developing relationships with school districts and children's service providers, crisis intervention including resource and referral facilitation, maintaining Community Services Network (CSN) records and other required data, correspondence, advocating for children's behavioral health services, as well as supporting and applying the ECR mission, values, and goals.

Essential Job Duties:

1. To assist children and families in obtaining the required documentation for initial eligibility and annual renewals.
2. The ability to develop professional and collegial relationships with Regional Social Workers, school districts, children's behavioral health providers and other providers, when necessary.
3. To have a strong working knowledge of available children's services and the ability to coordinate referrals for services.
4. To advocate and/or assist children and families in accessing behavioral health services that are offered by the East Central Region.
5. To participate in meetings related to an individual child's needs.
6. To keep regional staff and governance apprised of the availability and efficacy of children's services.
7. To identify alternative funding and assist families in accessing other financial supports.
8. To assist individuals, their families, and guardians in maximizing their abilities for self-direction by enabling them and empowering them to the greatest extent possible.
9. Complete other duties as assigned.

Knowledge, Skills, and Abilities Required:

The individual must possess the following knowledge, skills, and abilities or be able to explain and demonstrate that the individual can safely perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skill and abilities.

1. Must possess good interpersonal communication qualities and maintain a good working relationship with other employees, school districts, providers, funders, and children served.
2. Knowledge of the goals and priority initiatives of the region.
3. Knowledge of children's serious emotional disturbance diagnoses and other related children's behavioral health needs.
4. Knowledge of the services and programs available to children and families within the nine-county area.
5. Must have the ability to communicate to persons served and the public pleasantly, effectively, and maintain composure in unfavorable conditions.
6. Must have the ability to speak English in a clear, concise voice, hear at a normal range, and read and write the English language.
7. Ability to maintain ethical and confidentiality requirements to protect the individual rights and advocate for children and families served.



8. Knowledge/ability to operate a computer for word processing and maintenance of Community Services Network (CSN) records.
9. Must be able to work a flexible schedule as needed.
10. Must have reliable transportation and be able to travel to:
 - a. Meetings required by the region.

Entry Requirements

Qualified Children’s Navigators shall meet the following minimum requirements:

A Bachelor’s degree in a human services field and at least two years’ experience in the delivery or coordination of services for children with behavioral health needs and their families.

Fields of study which qualify as “human services field” include, but are not limited to psychiatry, psychology, social work, mental health counseling, marriage and family therapy, nursing, education, occupational therapy, and recreational therapy.

Must not have a “founded” charge of dependent adult or child abuse. Must not have committed a felony. Must refrain from the abuse of illegal substance or the misuse of alcohol. Must pass a required background check. Must complete Dependent Adult and Child Abuse Certification. Must complete HIPAA training.

Work Environment:

Works in a variety of environments including, but not limited to, offices, schools, homes, and mental health facilities. May experience numerous interruptions from phone calls of people needing information and attention. Works independently to complete many tasks. Ability to use the following equipment in a multi-room office: calculator, computer including the Microsoft Office Suite, fax machine, copier, and phone system. Frequent use of an automobile and possession a valid driver’s license and applicable insurance coverage as prescribed by Iowa law. MH/DS of the East Central Region is comprised of nine counties in eastern Iowa which include Benton, Bremer, Buchanan, Delaware, Dubuque, Iowa, Jones, Johnson, and Linn. Office location will be determined based on the successful candidate’s preference and county availability.

Compensation:

Starting Salary range: \$26.00 - \$29.00/hour

To Apply:

Interested applicants should send cover letter and resume to:

Mae Hingtgen
Chief Executive Officer
MH/DS of the East Central Region
210 Jones Street, Suite 205
Dubuque, Iowa 52001 OR mhingtgen@ecriowa.us

Questions regarding this posting can also be directed to Mae Hingtgen at the email address above or at (563)239-0013. Applications due by end of day September 24th, 2021.