



<b>Job Title</b>	Service Navigator		
<b>Direct Reports</b>	N/A		
<b>Department</b>	Case Management	<b>Reports To</b>	Director of Client Experience
<b>Work Location</b>	Pittsburgh	<b>Hours</b>	Monday-Friday 8:30am-4:30pm

<b>Job Purpose</b>	Connects Veterans and their households to VLP programs, supportive services, and community resources. The Service Navigator assesses the Veteran’s eligibility for all VLP and community programs, and works as an advocate for the Veteran, ensuring their immediate needs are met while working toward the goal of long-term sustainability.
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**Principal (Essential) Duties**

Shadow Service Navigators and complete the following duties, as assigned:

- Coordinate all online intakes for Veterans requesting VLP services
- Reviews intakes within 24 hours, and collect all necessary information and documentations from Veteran to assess eligibility
- Complete follow-up calls with Veteran if necessary, documentation is not obtained
- Transfer intake information from VLP’s online intake portal to the agency’s case management system, ensuring all information is available for proper assessment of services
- Coordinate Veteran’s signatures on VLP consents and program agreements necessary during admission process
- Assess a Veteran’s eligibility for VLP programs and provide direct community resource referrals and supportive service options
- Assign each intake to the appropriate program and case manager dependent on each staff person’s capacity and program eligibility
- Submit referrals to community resources on behalf of VLP clients
- Review HMIS and HUD program referrals daily and inform proper VLP staff of new referrals
- Build partnerships with community agencies and disperse new community program information to VLP staff

**Secondary Duties**

- Performs all other duties as assigned
- Participate in all training and meetings as required

**Main Objectives**

- Demonstrates strong sense of customer service and our culture of going above and beyond.
- Develop exceptional interpersonal and customer service skills.
- Demonstrate the ability to work in a fast-paced, high energy and team-oriented environment.



- Develop excellent organizational skills with the ability to think proactively and prioritize work.
- Demonstrate ability to be detail-oriented, organized, motivated, meticulous, practical and flexible. Able to effectively handle multiple and shifting priorities.
- Develop strong verbal and written communication skills. Able to effectively communicate information to clients and colleagues.
- Demonstrate ability to work independently and as a team member.
- Demonstrate ability to maintain confidentiality.
- Demonstrate proficient knowledge of Microsoft Office Suite, internet, e-mail.
- Demonstrate ability to support the organization’s mission along with sensitivity of cultural and workplace harmony.

**Qualifications**

- Demonstrated ability to treat people with respect under all circumstances and instill trust in other;
- Good computer skills including use of internet search tools, intranet and Microsoft Office Suite;
- Awareness and appreciation for military culture, military families and veteran issues.

**Time Commitment**

- Program Start Date: tbd
- Time Commitment of 30 hours per week; Monday- Friday during hours of 8:30am to 4:30pm;
- Program duration to equal 4 to 6 months of participation.
- Program Mid- Session Evaluation: tbd
- Program End Date: tbd

**Training and Orientation Plan**

**1<sup>st</sup> Month**

- Meet all VLP staff and complete VLP programs orientation
- Shadow direct supervisor to learn tasks and objectives of role
- Complete VLP training plan to learn best practices and safety policies

**2<sup>nd</sup> Month**

- Begin completing tasks, as assigned by supervisor, with oversight
- Create and implement ideas regarding position and growth of the organization

**3<sup>rd</sup> – 6<sup>th</sup> Month**

- Complete tasks as assigned by supervisor