
PURPOSE OF THE CLASSIFICATION: Under general supervision the Community Assistance Referral and Education Services (CARES) Navigator is responsible for consulting with enrolled clients to assist with social and medical needs, participating in community partner meetings to provide information on available resources; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Consults with enrolled clients to navigate social and medical needs in alignments with the program lead
- Performs in-home client assessments and follow-up navigation of Social Determinants of Health
- Utilizes data obtained during assessments to improve resource navigation and improve out-of-hospital healthcare delivery
- Evaluates best practices, identify, and assess operation improvement opportunities
- Documents work processes on the software programs to communicate with community partners and resources and CARES Case Coordinator
- Attends community meetings around 9-1-1 high utilizers to discuss and facilitate client care plans
- Completes reports, track findings, and present findings to management and other groups
- Participates in events with the community to engage and provide information on community supports
- Assists in the development and training of interns from social work programs
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Completion of sixty (60) hours from an accredited college or university in psychology, social services, or a closely related field; **and**,
(b) Three (3) years of experience relevant to the essential tasks listed in this job description;

Or,

2. (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and**,
(b) Five (5) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Various mental health settings and ancillary services
- Trends and development in the mental health field
- Cultural identity and how this influences behavior, and a desire to learn about the cultural identity of others

Ability to:

- Perform job tasks in various environments
- Perform independently and as part of a team
- Use office equipment



Class Code: 2674

CLASS TITLE | CARES NAVIGATOR

PAY GRADE: AT-23 | www.cityoftulsa.org/pay

Effective Date: 01/15/2025

- Remain calm and composed during stressful situations
- Exercise discretion and maintain confidentiality
- Serve as a representative of the City of Tulsa, demonstrating a positive attitude and progressive actions through the display of courtesy and appropriate tact and discretion in interactions with internal and external customers

Skill in:

- Verbal and written communication
- Effective listening
- Developing and executing care plans

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors; requires traveling to various locations; and may be exposed to extreme temperatures, inadequate lighting environmental conditions (disruptive people, imminent danger, threatening environment, may have minimal exposure to narcotics.)

EEO Code: N-05

Group: Clerical and Administrative

Series: General Administrative