



Job Description

Organization: Family Caregiver Center of New Mexico

Position: Care Navigator

Employment Type: Full-Time

Responsible to: Executive Director

Organizational Overview

Established in 2022, the Family Caregiver Center of New Mexico (FCCNM) is the only community-based organization focused solely on the needs of family caregivers in New Mexico. We provide services to family caregivers who are caring for adults 18 years or older. We ensure that family caregivers have access to resources and a solid foundation of support to navigate the challenges of caring for adults with serious diseases or conditions. FCCNM cares for those who care for others.

Position Overview

Family Caregiver Center of New Mexico seeks a Care Navigator to work with family caregivers in our community. A family caregiver can be a spouse, partner, sibling, adult child, parent, chosen family, neighbor, or friend who provides ongoing emotional and/or physical support for someone with a chronic or disabling condition. This might include a serious illness, a chronic disease, an intellectual or developmental disability, or a serious mental illness. Anyone can be a family caregiver, no matter one's gender, income, age, employment, or geographic distance from the person they are caring for.

The Care Navigator will provide individualized support to help caregivers access community resources to meet their specific needs. The Care Navigator will take the time to understand each caregiver's situation, help brainstorm solutions, and create caregiving and respite care plans.

Key Responsibilities

Client Care

- Conduct intakes, assessments, and need determinations for clients.
- Assess barriers to care and engage clients in creating potential solutions to financial, practical, and social challenges.
- Work with clients to develop caregiving and respite care plans.
- Connect clients to public, nonprofit, and private services. Resources include but are not limited to government programs, legal resources, health care, transportation, disease-specific organizations, mental health care, and other social and material supports.
- Conduct family meetings to promote the health of the client, as needed.
- Empower clients to improve their health and well-being through self-care tools, coping strategies, and stress management skills.

Community Relationships

- Create strong relationships with service providers and patient/care navigators that engage with family caregivers.
- Maintain working knowledge of current services available.



Data Processing, Evaluation and Reporting

- Monitor and document client progress to assure that services are received and effective.
- Maintain updated resource database with support from volunteers and professional team members.
- Conduct reporting for the purposes of grants and organizational evaluation.

Required Skills and Abilities

- Displays an unwavering commitment to improving the lives and outcomes for family caregivers.
- Has experience working with family caregivers in the following fields: senior-related, disease-related, and/or disability-related.
- Works cooperatively and communicates effectively with a wide range of individuals, including clients and family members from diverse socioeconomic and cultural backgrounds.
- Employs active listening techniques and remains solutions-oriented in interactions with clients and families.
- Demonstrates empathy, integrity, honesty, and compassion in difficult conversations.
- Demonstrates excellent verbal and written communication, organizational, and interpersonal skills.
- Handles multiple projects, meets deadlines, and manages priorities and workflow.
- Demonstrates skills at cultivating and maintaining authentic relationships with partners in the field.
- Possesses strong computer skills, including fluency in Word, Excel, PowerPoint, and Google Drive, and database programs.

Preferred Qualifications

- Bilingual, English/Spanish, strongly preferred
- Experience working with a small team and/or in a start-up organization, strongly preferred
- Bachelor's degree in social work or in related field
- Master's degree in social work or related field
- Community Health Worker Certification or equivalent navigation credential, i.e., Board Certified Patient Advocate
- 3-5 years of experience in related field

Salary and Benefits

This is a full-time non-exempt position. Compensation for this FTE position is \$42,000 - \$54,000 doe per year. Competitive benefits package.

Employment Conditions

- The Care Navigator will primarily work remotely and must reside in Central New Mexico.
- The Care Navigator will meet in person with clients, professional staff, and community partners, as needed.



- Must maintain a current and valid driver's license, as work will require travel. Auto liability insurance required per FCCNM policy.
- Must be up to date with COVID-19 vaccines. Per CDC guidelines, an individual is up to date when the individual has received all doses in the primary series and all boosters recommended, when eligible.

How to Apply

Please send a cover letter and resume to erin@familycaregivernm.org with the subject header "[Your Full Name] Care Navigator Application". Visit our website for more information about our organization and services. No phone calls please. www.familycaregivernm.org

The FCCNM is committed to creating a culture of inclusion and accountability. We are an equal opportunity employer and recruit, hire, train, promote, compensate, and administer all personnel actions without regard to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, culture, age, creed, disability, ancestry, medical condition, marital status, military or veteran status, or any other protected status.