



## **JOB DESCRIPTION**

**Position:** **CLIENT NAVIGATOR – FRONT DESK AND FILING ROOM**

**Reports to:** **CLIENT NAVIGATOR SUPERVISOR**

**Supervises:** **N/A**

**Position Status:** ☐ **Exempt** ☒ **Non-Exempt** ☐ **Supervisory** ☒ **Non-Supervisory**

**Work Schedule:** Monday – Friday, Varies  
May require additional or alternate hours to complete job duties.

**Hours:** Full-time; Forty (40) hours per week  
Requires occasional evening and weekend hours.

**Essential Functions:** The Client Navigator at the Front Desk serves as a single point of contact for the agency's clients, care givers, referring providers/agencies and visitors, by providing resources and assistance with accessing clinical and supportive care services offered within All Faiths and the community. This position is essential for All Faiths to carry out its mission when it comes to health care delivery. The Client Navigator facilitates referrals, appointments, provides details about agency programs, answers initial insurance coverage questions, handles various administrative tasks in support of client care, and ensures that emails, phone calls and visitors are logged and directed to the appropriate staff or department. Client Navigators ensure that all Front Desk communication is courteous and professional. In most cases, the Client Navigator is the first person a client meets. They are essential in making sure that new clients have a successful first session and that existing clients are routed in the most efficient direction when they have questions.

### **Specific Duties:**

1. Promptly and professionally greets incoming visitors, clients, guest, donors, etc. and ensures that they are routed to the appropriate department.
2. Promptly and politely answers telephones and routes calls to the appropriate staff members and/or programs.
3. Responds or routes all admissions emails.
4. Schedules, confirms, and resolves client appointments.
5. Completes client insurance verifications and answers initial questions regarding network status, coverage limitations and copays.
6. Evaluates client financial concerns and refers clients and/or care givers to Finance Department to begin Family Wellness Financial Assistance (FWFA) applications.



7. Performs client data entry into EMR-Bear system.
8. Maintains conference rooms' reservations, car logs and sign-out logs.
9. Under the direction of the Client Navigator Supervisor, maintains filing room and completes related duties.
10. Responds to subpoenas and other record requests.
11. Completes additional work assignments and projects assigned by the Client Navigator Supervisor such as copying, collating, stuffing envelopes, preparation of form letters and/or labels, sorting donations, selling tickets and/or tracking in-kind donation receipts, etc.
12. Other duties as assigned.

### **Knowledge, Skills and Abilities Preferred to Perform the Job:**

1. Phenomenal customer service experience.
2. Exceptional organizational skills.
3. Telephone skills required.
4. Ability to work well with others.
5. Working knowledge of a variety of office equipment.
6. Excellent written and verbal communication skills.
7. Computer literacy with knowledge of a variety of software applications including Microsoft programs such as Word, Excel, and Power Point.
8. Knowledge of general policies and procedures regarding the handling and dissemination of confidential information.
9. Competence (or ability to learn) in a variety of service delivery areas including:
  - a. Methods of engagement.
  - b. Methods of crisis prevention and intervention.
  - c. Knowledge of public assistance programs, eligibility requirements, and benefits.
  - d. CPR Training.
  - e. Use of community resources and knowledge of the community service delivery systems.
10. Awareness of, and sensitivity to, cultural and socio-economic characteristics of individuals and families.
11. Valid Driver's License.
12. Ability to drive for work-related tasks as requested by your supervisor.
13. Bilingual (Spanish/English) preferred.

### **Education and Experience Requirements:**

1. High School Diploma or GED equivalent