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Position Posting

- Date:** June 24, 2021
- Position:** Service Navigator (On Call)
- Location:** 6000 Aurora, Suite B, Des Moines, IA 50322
- Status:** Multiple Part time, and PRN positions available.
- Department:** Service Coordination
- Responsibilities:** The Service Navigator is an on call position supporting the supporting the Resource and Referral line for youth and adults for Mental Health and Disability Services for the Region of Polk County. The Service Navigator answers calls and assists in the coordination of appropriate referrals. This position may also assist in gathering information for the intake and admission of members into the Service Coordination, Integrated Health and Case Management Programs for CSA. The Service Navigator will maintain a detailed database of all calls received and referrals made. This position will work collaboratively to assist in maintaining active and closed member records, enter and maintain data entry into the county MIS system and maintain agency tracking systems.
- Job Description:** Available upon request
- Qualifications:** Bachelor's Degree from an accredited college or university with at least 30 semester hours or its equivalent in the behavioral sciences, education, health care, human service administration, or the social sciences is preferred but not required. At least 1 year of experience working within the Polk county regional service system required, 3+ years of experience preferred
- Strong working knowledge of Polk county regional services and supports is preferred. Person must be very flexible, organized and willing to work collaboratively in a team based environment. Must have strong ability to communicate via phone and work independently.
- Work Hours:** Overnights, Weekends, Holidays
- Starting Pay:** \$3/hour when waiting to be engaged by phone
\$17.31/hour when engaged on the phone
- To apply:** Send resume/cover letter to Melissa Ahrens at melissaA@teamcsa.org or to Melissa Ahrens, 6000 Aurora, Suite B, Des Moines, IA 50322 Questions, contact Melissa Ahrens at 515-883-1776 ext. 246.