

## Behavioral Health Navigator

### About the Organization

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment. Every day, we educate, empower, support, and partner with motivated immigrants to best meet all their unique needs—from putting food on the table, to becoming American citizens, to learning English, to graduating from college.

### Position Summary

The Behavioral Health Navigator is an essential part of the behavioral health team, which supports Latino immigrants in accessing mental health services. In close collaboration with the Behavioral Health Clinician and the Social Services team, they assist community members in accessing and navigating systems (such as social services, County programs and resources, partner agencies, etc.) and provides interpretation and advocacy in support of each client's needs and goals.

\*Our offices have been updated to support staff and client health and well-being during the COVID-19 pandemic. Candidates should be very comfortable navigating both hardware and software that allows for smooth in-person and remote communications and transitions. **In accordance to public health orders and protocols, this position will operate in a mostly remote capacity, with some in-office requirements.** Canal Alliance will supply all needed hardware for this position.

### Essential Functions:

- First point of contact for internal and external mental health referrals
- Conduct outreach and intake assessments for new referrals
- Collaborate with Behavioral Health Clinician to review cases and assign new clients to clinical team
- Manage waitlist of clients and community members waiting for therapy services
- Assist/accompany clients in navigating and connecting to therapy services at partner agencies
- Provide follow-up with referral sources, as needed
- Research up-to-date information about mental health programs/resources available in community and county
- Provide referral information for psychological evaluations
- Work with clients and BH team to manage mental health crises and triage
- Assist BH team with various administrative tasks and projects such as marketing, recruiting and intake for therapy groups

### Other Responsibilities:

- Other duties as assigned by supervisor.

### Qualifications- Skills and Knowledge:

#### Required:

- Bilingual in Spanish and English
  - Candidates who speak Spanish and a dialect such as Mamm, Kiche, or other Mayan dialect strongly encouraged to apply
- Proven experience/training in mental health crisis intervention and triage

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- Minimum 2 years of experience in a mental health related role (ie community advocate, peer counselor, mentor, psychological accompaniment) and/or pursuing bachelor or graduate degree in a mental health related field
- Be empathetic and utilize active listening skills, while holding frame and boundaries for services
- Ability to multi-task, telephone skills, time-management, organization, attention to detail, scheduling

**Desired:**

- Latinx-identified and BIPOC candidates strongly encouraged to apply
- Possess understanding of challenges faced by immigrant communities and their impact on mental health
- Understanding of trauma-informed care principles
- Ability to work well under pressure and act as problem solver and team player to manage stressful situations effectively
- Creative and self-motivated
- Ability to function with minimal supervision, handle multiple tasks simultaneously
- Ability to build rapport and establish cooperative working relationships with staff at all levels both within and outside the department.
- Strong written and verbal communication skills
- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint and Excel), Outlook, Windows and database applications. Experience working with Salesforce preferred.

**Compensation**

This is a part-time, non-exempt position with benefits. We offer a competitive salary with a benefits package that includes paid vacation and sick leave, a voluntary vision plan, and 100% paid employee medical and dental insurance as well as long term disability and an employee assistance program. In addition, there are at least 10 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

**Canal Alliance Equity and Inclusion Statement**

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

**Application Process**

Please email your resume and cover letter to [HR@canalalliance.org](mailto:HR@canalalliance.org). Only electronic applications will be accepted. (Keep it green!) Please indicate “**BH Navigator – YOUR NAME**” in the subject line of your email.

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