We are seeking a Community & Systems Resource Navigator who will be responsible for the operations surrounding assessment and resource mapping with individuals and families utilizing the Life Course Planning tools, while upholding the principles of Self Determination. Incumbent will be responsible for providing resources and reliable information regarding community supports and determining system eligibility to individuals and families. This includes the Intellectual Disability (ID)/Autism system, as well as other system services as appropriate (i.e.: EPSDT, CCBHO, CHC). Families and individuals will also have an opportunity to make an informed choice of service provider.

Position requires some travel to family/individual homes or other community locations for visits. Flexible hours may be required. Travel within and outside the county is also required.

**Essential Duties and Responsibilities**

- Attending initial assessment and resource mapping meeting for individuals/families that have multiple needs for triage.
- Utilizing knowledge of existing resources and assists in locating new available resources.
- Maintaining and updating resource database.
- Developing mechanism to document resources in both the community and service systems in individuals’ record.
- Developing mechanism to follow up with individual teams to assess effectiveness of resources.
- Providing resource consultation for Base funded requests.
- Providing resource information and support to Supports Coordination Units.
- Attending Waiver Capacity Management meetings to assist with supporting individuals on the waiting list and to assist with offering resources as people are being placed on the waiting list.
- Creating relationships with organizations in the community.
- Maintaining a working relationship with the PA Family Network.
- Assuring that the individual and family receive accurate information regarding the various OID services/providers.
• Assisting individual or family in the completion of application for Medical Assistance, if appropriate.

• Assuring that individual and family are apprised of their rights regarding appeals process. This includes conference with the County Program, mediation and Fair Hearing.

• Working collaboratively with Quality Specialist to outline and relay necessary information in order to address and uphold quality factors in relation to planning and service delivery. This includes reviewing and analyzing various reports from the county and state.

• Participating in Individual Planning Team meetings as determined and speaks to resources and other available service systems.

• Working collaboratively with Policy/Planning Specialist as necessary when county policy needs to be reviewed or improved in areas relevant to planning and service delivery.

• Implementing policies, procedures and criteria based on county, state and/or federal regulations.

• Participating in on-going training regarding changes in the HCSIS system.

Knowledge, Skills and Abilities

• Excellent communication skills, both oral and written.

• Excellent organizational, problem solving and analytical skills.

• Excellent knowledge of the MH/ID service delivery, systems theory and provider delivery systems.

• Basic computer skills in Microsoft Word, Outlook, Excel, Internet research methods, utilize remote video/audio technology (Microsoft Teams & Zoom).

• Proficiency with discovery and navigation, connecting and networking and goods and services.

• Knowledge of ID/Autism eligibility criteria and processes.

• Knowledge of other service systems criteria.

• Ability to connect to professionals to assist with eligibility/registration in other service systems.

Education/Experience Requirements

Bachelor’s degree in social work or related field, plus 1 year previous experience working with families in the field of intellectual disability.

-OR-
Any equivalent combination of education and experience that meets the required knowledge, skills and abilities.

**Salary:** $40,000 - $45,000 per year

Interested applicants should complete an application and submit a resume at: [https://glbridcm.ourhcm.com/System/Start_public/pub_index.aspx](https://glbridcm.ourhcm.com/System/Start_public/pub_index.aspx)

*If hired for a position, candidates would work for Allegheny County, Department of Human Services and be employed by Diversified Care Management.*

**About Allegheny County Department of Human Services (DHS)**

In Allegheny County, we appreciate people who think big, act boldly, and care about making a difference. You don’t have to be from here to feel at home, or to make your mark. With only 1.3 million people in the County, it’s small enough for motivated people to get things done. Allegheny County’s Department of Human Services (DHS) is a perfect place to get things done that directly affect people in need in a positive and lasting way. We help children grow up safer and healthier, older adults remain able to live independently, and neighborhoods to thrive. Our mission is to improve the health and well-being of people in Allegheny County.

DHS is the largest agency in Allegheny County government, with a budget of nearly $1 billion. DHS serves over 200,000 people a year through services that include: Protecting children and youth from abuse and neglect and preventing future occurrences of maltreatment; improving child wellness through family support, home visiting, early intervention and in-home services; providing treatment for behavioral health issues such as substance use disorders and mental illness; managing the care of adults with intellectual disabilities; preventing unnecessary nursing home stays; and services that prevent homelessness and provide shelter and housing for families and individuals.

**Why DHS?**

- It is innovative. Most recently, the national attention and awards we’ve gotten are for how DHS integrates data and uses them to improve the safety and well-being of children through tools that support front-line staff in making decisions (using predictive analytics).
- DHS is diverse, but we strive to be even more inclusive. Our director has made it his top priority that DHS is “the kind of place where a diverse group of talented people want to come, grow, and do their best work.” This includes equity in hiring and advancement, as well as in unleashing the creativity and ideas of staff at every level of DHS.
- It has strong, assertive leaders. We do not hire yes-people.
You can make a big impact here. We stand out as one of the best human services organizations in the country. But we need problem-solvers, innovators, and terrific leaders to make sure we are smart in how we use our funding so that we reach the people who most need our help to make their lives better.

“At DHS we have a clear vision: to be the place where a diverse mix of talented people want to come, to grow and do their best work.”

-From the organization’s statement on Equity and Inclusion

AN EQUAL OPPORTUNITY EMPLOYER - M/F/V/D