

Finger Lakes Community Action

Job Description 2025

Job Title: ACE Screener/Navigator

FLSA Status: Non-Exempt

NYS DOL#:

Department: Advocacy for Community Empowerment Program (ACE)

Reports To: ACE - Director

Summary:

The Social Care Network Screener/Navigator plays a vital role in connecting Medicaid members to services that address their social determinants of health—such as housing, food, transportation, and care coordination.

Essential Duties and Responsibilities:

Program Service Provision

- Understand Advocacy for Community Empowerment (ACE) and specific goals of the program.
- Support the ACE and Finger Lakes Community Action, mission statement.
- Maintain a knowledge of agency-related terms and forms.
- Ability to work flexible hours (including evenings and some weekends).
- Display sensitivity to cultural and ethnic norms of the client and family served.
- Ability to work well with and demonstrate a non-judgmental approach to working with individuals whose backgrounds and values are different than their own.
- Partner with a wide range of community organizations/systems.
- Maintain annually a minimum of 15 hours of job-related training. (i.e. workshops, class seminars and webinars). Need to provide proof of hours in attendance. All trainings shall be documented and placed in your personnel records file.

Screening & Assessment

- Use standardized tools to identify clients' social care needs.
- Conduct eligibility assessments for enhanced services within the Social Care Network.

Navigation & Referral

- Refer clients to appropriate programs—both within the network and to external community, state, or federal services.
- Maintain up-to-date knowledge of available resources and services.
- Care Planning
- Collaborate with multidisciplinary teams to ensure coordinated support.

Client Support

- Build rapport with clients and serve as a nonjudgmental, supportive resource.
- Create and update individualized care plans based on client goals and needs under person-center practices.

Planning and Organization

- When referrals are made, establish and maintain a process which systematically ensures the enrollment of eligible individuals and families.
- Conduct timely and accurate screenings/navigation.
- Collect and verify demographic and social care-related data.
- Evaluate eligibility for services based on established criteria.
- Communicate clearly with participants about next steps, including referrals and follow-ups.
- Follow up on all appropriate ACE referrals and document all interactions and outcomes in electronic records

Program Compliance and Reporting

- Maintain accurate record keeping systems, which includes all individual enrollment forms, case notes, confidentiality sign-off sheets and all other documents as required
- Monitor and track screening outcomes for quality assurance.
- Support improvements to screening workflows and procedures.
- Collaborate across departments to ensure compliance and consistency.
- Attend trainings and contribute to a culture of continuous learning
- Complete all Medicaid billable information.
- Adheres to NYS and the agency requirements (E.g., HIPAA and ethical guidelines such as confidentiality in all matters).
- Maintain the agency confidentiality policy in all matters.
- Compile data and monthly reports.
- Provide timely accurate quarterly and annual reports as necessary.

Safety Responsibilities

- Obey all safety rules, government regulations, signs, markings and instruction.
- Become familiar with safety policies that apply directly to you in the area in which you work.
- Attend and actively participate in safety meetings.
- Report any unsafe hazardous conditions to your supervisor.
- Refrain from any unsafe act that might endanger yourself, consumers or fellow employees.
- Report all workplace accidents or incidents immediately to your supervisor.

- Practice good housekeeping by picking up tools and materials and putting them into their proper places.
- Compliance with safety and health rules and regulations is a condition of employment.

Collaboration and Parent Inclusion

- Promote the program and the agency in a positive and professional manner, and demonstrate cohesive and effective communication skills, working with others in a team approach.
- Work with other staff members and collaborate with program Director to help each enrolled family obtain and use community resources, keeping an accurate record of all referrals and their outcomes.
- Work in collaboration with both public and private organizations to expand resources and opportunities in order to achieve family, youth and community outcomes.
- Other duties as assigned

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Strong verbal and written communication.
- Ability to work independently and collaboratively.
- Excellent organizational skills and attention to detail.
- Professionalism, integrity, and confidentiality.
- Cultural competence and sensitivity to diverse backgrounds.

Education/Experience:

- Education: High school diploma or GED required; Associate's or Bachelor's degree in a related field preferred.
- Experience: 1–3 years in screening, intake, customer service, healthcare, or human services.
- Preferred Knowledge: Familiarity with public services and the mental health system.

Language Ability:

- This position requires excellent verbal and written communication skills.

Math Ability:

- Basic math skill. Ability to add, subtract, multiply and divide.

Reasoning Ability:

- This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- Must have working knowledge of basic computer applications such as Microsoft Office.

Job Specific Training Requirements: Certifications and/or Licenses

All training must be completed within 30 days of hire

- Valid Driver's License
- FLCA-Findhelp System Training
- Conflict of Interest
- Corporate Compliance
- Mandated Reporter
- Cultural Competencies
- HIPAA Privacy & Security
- Trauma Informed Care
- Cultural Navigation
- Domestic Violence & Substance Use
- Responsive Practice
- Motivational Interviewing
- Crisis De-escalation, Resolution, and Debriefing

Supervisory Responsibilities:

- This position has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

Compliance:

- "If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Finger Lakes Community Action Compliance Plan, he or

she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer compliance@waynecap.org or by walk-in to the Compliance Officer's office."

- All employees and volunteers will follow Finger Lakes Community Action's Response Plan regarding Pandemic/Infectious Control. This plan includes guidance for the agency employees and volunteers during any such time period to strive to operate effectively & ensure that all essential services are continuously provided and that employees and volunteers are safe within the workplace be it at the office, at another FLCA location or working remotely.
- As indicated in FLCA's Response Plan, it may be necessary for some employees to work from home. FLCA will work with each employee to determine the necessity for temporary remote duties; however, there may be some situations that require the employee to be physically present in the workplace. This will be at the sole discretion of the Director and Administrator of the program. If an employee is required to be physically present in the workplace and cannot report to work as scheduled, regular leave policies and procedures should be followed.
- Temporary remote working arrangements are expected to be short term, and FLCA will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period for telework, and FLCA may require employees to return to regular, in-office work at any time. Should the health crisis warrant, FLCA may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with program Directors and Administrators in preparing for these circumstances to ensure employees have the resources necessary to work remotely

Medicaid Fraud:

- Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG's recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year. Finger Lakes Community Action employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG's fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.
- If you suspect fraud or abuse, call toll free:
1-877-87-FRAUD * 1-877-873-7283

Employer's Disclaimer

- **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**
- **This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.**
- **This document does not create an employee contract, implied or otherwise, other than an "at will" employment relationship.**

(Your signature indicates you have read this job description document and it has been discussed with you.)

Employee's Signature: _____ Date: _____