

NCED Family-to-Family Health Information Center  
Family Navigator Position Description

Family Navigator Job Description Summary:

The Family Navigator will provide hands-on support to Nevada's families of children and youth with special healthcare needs. Through providing resources, information and empathy, they will build trust. The successful Navigator will improve family confidence and satisfaction in service navigation. Using a family-centered approach, the navigator will offer technical assistance, training, direct support, and social linkages.

Required Qualifications:

1. Personal experience of being a family member/caregiver for a child or youth with special healthcare needs
2. Knowledge and willingness to learn about Nevada services, systems, benefits, and supports available to families of children and youth with special healthcare needs
3. Proven ability to provide coordination and collaboration with families within systems.
4. A member of the community where families access services with knowledge of services and resources in that community.
5. Understands and demonstrates respect for the families' diverse values and cultures
6. Bilingual preferred

Navigator Duties:

1. Promote the philosophy of family centered care
2. Build a trusting, collaborative partnership with each family and their extended family members as needed.
3. Recognize and promote family strengths (readiness, willingness, and ability) to participate in accessing services.
4. Make home visits and contact the family as needed; daily, weekly, monthly.
5. Support families as they take steps to access services including attending meetings, participating on phone calls, and making contacts with the family.
6. Keep accurate records of family contacts, resource and other pertinent information
7. Maintain confidentiality of family records and personal information.
8. Assist families in identifying training opportunities to increase knowledge and skills to support their family member or themselves.
9. Conduct and facilitate presentations and trainings to build families' skills and knowledge to support their family member.
10. Actively participate in community resource planning and related work to establish better relationship with service delivery systems.
11. Collaboration with other entities to help identify barriers for family caregivers.
12. Connect families with similar experiences.