



## **JOB TITLE: WELLNESS NAVIGATOR/COACH**

### **GENERAL SUMMARY**

The scope of work for the Wellness Navigator/Coach (“Navigator/Coach”) position includes these key categories: (1) navigation, (2) coaching, and (3) program marketing. Under the supervision of the Community Outreach and Engagement Wellness Manager (“Wellness Manager”), the Navigator/Coach builds and maintains a wellness navigation/coaching relationship with Rafiki Wellness Passport Program participants and other clients, assisting them through the process of actively working towards better health by providing support, encouragement and education. The Navigator/Coach acts as a primary point of contact for both internal and external constituencies; assists the Wellness Manager, as needed, in communicating with constituents. The Position will be 0.5 to 1.0 FTE, depending upon funding.

### **ESSENTIAL DUTIES:**

- Provide onsite support and navigation to Rafiki Wellness Passport Program participants in order to help them identify a need for behavior change to improve health status, reduce health risks and improve quality of life.
- Offer follow-up support to other clients in Rafiki’s patient navigation files or other Rafiki programs.
- Provide health coaching to clients as needed.
- Assess clients’ future educational and/or program referral needs. Accurately document interaction and interventions.
- Answer calls, provide information, take messages and represent the agency to callers.
- Generate correspondence as needed. Perform accurate word processing and budget monitoring.
- Develop and maintain patient files accurately and neatly.
- Support and coordinate navigation marketing documents production and outreach efforts related to, client care and wellness programs and work with the Director of Communications, as needed.
- Perform additional and miscellaneous job-related duties as directed by the Director of Programs and/or Executive Director in support of the mission, goals and objectives of the agency.

### **PREFERRED QUALIFICATIONS:**

- A minimum of 3 years of patient or related navigation experience.
- Health coaching experience considered a plus.
- PC-literate; knowledge of Microsoft Office applications (Word, Excel, Outlook, Publisher, etc.); data entry and/or database management skills.
- Excellent phone skills.
- Experience working with a diverse staff and constituencies.
- Strong verbal, written and interpersonal skills
- Community organizing experience; outreach and social marketing skills a plus; driver’s license preferred.

*Rafiki Coalition does not exclude, deny services to, or otherwise discriminate against any person on the basis of race, color, national origin, age, sex, sexual orientation, gender identity, religion, pregnancy, veteran status or disability in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Rafiki Coalition directly or through a contractor or any other entity with whom the agency arranges to carry out its programs and activities.*