



Title: Care Navigator - Full time

Reports to: Executive Director

San Francisco Village (SFV) www.sfvillage.org is a non-profit, membership organization that connects older San Franciscans to the community, programming and expertise they need to continue living lives of purpose and meaning. Currently we have 350 members in 24 neighborhoods and 150 non-member volunteers. San Francisco Village is one of 300 villages nationwide.

In an innovative partnership with California Pacific Medical Center/Sutter Health, SFV is seeking a Care Navigator to oversee and develop the roll out of the Hospital Re-admission Prevention Program (HRPP) in the pilot phase and beyond by developing the resources, volunteers, systems, and processes needed for the success of the project, and to extend these services to benefit all SFV members. In addition to hospital readmission prevention, a primary goal of the project is to enroll older San Franciscans in SFV long before they are hospitalized. HRPP participants will be older adults discharged from the Acute Care for the Elderly (ACE) Unit at the new CPMC Mission Bernal campus.

Job Responsibilities

Oversee all aspects of the roll out of this project from pilot phase to ongoing project status.

1. Liaison with Acute Care for the Elderly (ACE) Unit staff
 - Educate ACE team about SFV and this project.
 - Maintain positive relationships with ACE staff to foster appropriate and effective referrals.
2. Provide post hospitalization consultation to discharged patient
 - Assess discharged patient's needs in a home visit.
 - Develop service plan in collaboration with SFV staff and volunteers.
 - Problem solve as needed.
3. Engage, recruit, train, and supervise a support team of volunteers
 - Collaborate with SFV staff to ensure the needed volunteer support is in place.
 - Develop training materials and conduct training.
4. Community Outreach and Education
 - Educate allied professionals in the Sutter/CPMC system about the benefits of social care and the value of membership in SFV. Prevention is the goal!
 - Research and provide service referrals for participants in the program.
5. Monitor and Evaluate Pilot Project
 - Oversee the development of communication and technology systems needed to support the work of this project, including data collection, and ensure that project stakeholders and volunteers know how to use them.

- Prepare regular monitoring and evaluation reports and seek input from stakeholders.
- Incorporate improvements into the project design based on stakeholder input, patient feedback and overall results.

Education and Experience

- Minimum of a Bachelor's Degree required
- Advanced degree in Social Work, Nursing or Community Health highly desirable
- Experience working with older adults preferred

Please submit cover letter and resume to info@sfvillage.org No phone calls please.