

Date Posted: 10/19/2011

**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title:	Navigator
Employer/Agency:	LIVESTRONG
Job Description:	<p>LIVESTRONG's navigation services serve as the direct service component for anyone affected by cancer and can be accessed by phone, online or in-person in Austin, Texas. The LIVESTRONG Navigation Center serves as the primary centralized resource within the greater Austin community for health system and community providers and those individuals dealing with cancer to access needed services in an efficient manner. This Navigator role will support the Navigation Services team in the planning and coordination of our Navigation Services program, including coordination of activities for LIVESTRONG's national phone, online and in-person services provided through the LIVESTRONG Cancer Navigation Center which provides one-on-one support to people affected by cancer. Additional program services provided include emotional support and counseling, assistance with insurance, financial and employment matters and matching to treatment options that are still in development.</p> <p>The Navigator serves as the initial point of contact for the face-to-face, online and phone intake processes and as the primary referral source to programmatic services. Through a proactive and thorough assessment, the Navigator directs cancer survivors to the appropriate resources and explains the referral process and program services.</p> <ul style="list-style-type: none">• Complete intake process in both English and Spanish, assess necessary response and refer to appropriate partners and resources.• Assist with the planning and implementation of the Navigation Services program.• Assist in the coordination of intakes, questions and referrals to the Navigation Services program, with the commitment to follow-up in a timely and sensitive manner.• Review applications and provide support to a fertility

	<p>preservation eligibility program.</p> <ul style="list-style-type: none"> • Assist with reporting and providing analysis of intake and referral processes and disseminating the information across various groups. • Maintain direct interaction with cancer survivors through phone and email to answer questions and make referrals to appropriate partners. • Track contacts and referrals through established software tracking process. • Work closely with external partners through regular communication, education and collaboration. • Maintain high level of working knowledge of partner services and resources. • Work closely with multiple teams across the organization, to ensure all processes are seamless and effective and communication is clear. • Be knowledgeable, aware and able to discuss LIVESTRONG resources and services for people affected by cancer. • Effectively problem solve by identifying and resolving issues, developing solutions and using reason when dealing with emotional topics. • Effectively plan for multiple demands including daily job duties, meetings and a large volume of external contacts. • Perform other duties as assigned.
<p>Qualifications:</p>	<ul style="list-style-type: none"> • Knowledge of nonprofit sector with a passion for the LIVESTRONG mission. • Motivated by service, humility and compassion for helping people. • Possess a creative and innovative approach to work. • Embrace change and move forward in a positive and meaningful way. • Act as a generalist and perform tasks and functions in many areas. • Able to work cross-functionally and collaboratively across departments and teams. • Success in customer-oriented roles, both internally and externally. • Expert in communication with people in crisis and needing support. • Bachelor's degree in social work, psychology, sociology or related field. • Proven excellence in interpersonal relationship skills and oral and written communication skills. • Ability to establish and maintain appropriate professional boundaries with all contacts as demonstrated by maintaining confidentiality and other

	<p>ethical standards.</p> <ul style="list-style-type: none"> • Must be fluent in both written and oral Spanish communications.
Salary/Hours:	DOE
Employer/Agency:	LIVESTRONG
City, State:	Austin, TX
Application Method:	<p>We are always looking for passionate, diverse, creative and innovative individuals who exemplify service excellence, show extraordinary potential, embrace new ideas and thrive in our ever-changing environment. To join our LIVESTRONG global movement, please apply online at: https://home.eease.com/recruit/?id=948291.</p>
Opening Date:	Immediately

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at mswjobs@sw.uh.edu with the hiring details of your new job opportunity. Thank you