



JOB POSTING

JOB TITLE: Supportive Services Navigator

01.2026

STATUS: Full Time; Non-Exempt

PAY RATE: \$23/hour, DOE

The Supportive Services Navigator plays a crucial role in the assessment and support of veterans seeking eligibility for the FLIPA Social Care Network program. This position involves conducting initial intakes, utilizing case management tools, and completing specific forms required by the grant. By collaborating with intake and case managers, the Supportive Services Navigator helps streamline the intake process and facilitates access to essential services for veterans.

PRIMARY FUNCTIONS:

- Meet with veterans to complete the intake and assessment process.
- Collect and maintain data-based statistical information; maintain accurate case records and submit written service outcome reports as needed.
- Create and accept internal and external referrals for resources and services; maintain communication with providers.
- Greet clients and visitors; provide agency and community information; help with intake requirements, eligibility assessments and program enrollments; and process ID and veteran documentation.
- Engage in direct case management with assigned clients, including assessing needs, connecting clients to program benefits and services, and supporting follow-through to ensure continuity of care and goal completion.
- Monitor and audit program financial activity, ensuring alignment with finance records and grant requirements, and produce a weekly reimbursement report to support accurate tracking and timely reimbursement.
- Answer busy multi-line phone; perform office tasks on equipment including tablets, copiers, fax, and computers.
- Respond to basic requests for information and determine when issues need immediate attention.
- Responsible for following all safety and administrative procedures, including but not limited to, paging identified staff as needed for clinical and/or emergency assistance for client needs.
- Provide excellent customer service and able to respectfully set boundaries with clients and connect them with the appropriate staff person to address their needs.
- Compile, organize, update, file, input and maintain program and client files in a comprehensive case management software platform daily, insuring completeness and accuracy of information.
- Monitor and report program statistical and demographic information.
- Attend and participate in staff meetings and training to enhance service delivery.
- Support the mission of VOC, conduct outreach, collaborate both inside and outside of the organization.

QUALIFICATIONS:

- Strong understanding of health-related social care and community resources available for veterans; experience working with veterans preferred.
- Familiarity with HIPAA regulations and confidentiality requirements.
- Ability to work independently and collaboratively in a fast-paced environment.
- Proficient/Skilled in use of web-based portals, the internet, and Microsoft Office applications.
- Excellent communication, organizational, and interpersonal skills.
- Reliable, dependable, and capable of maintaining confidentiality.
- Able to work effectively with a culturally diverse population.
- Strong ethical character with ability to abide by VOC values of Respect, Integrity, Service and Excellence.

***Veterans Outreach Center, Inc. is an equal opportunity employer.
Veterans of the U.S. Armed Forces are encouraged to apply.***