

# Job Description Disability Services Navigator



**CICS**  
Supporting Individuals. Strengthening Communities.

**NAME:**

**POSITION:** Disability Services Navigator

**REPORTS TO:** Assigned Supervisor

**DEPARTMENT:** Collaborative Individual and Community Supports

**FLSA STATUS:** Non-Exempt

**POSITION SUMMARY**

The purpose of the position is to utilize the Science of Hope and person-centered planning to perform the work of a disability services navigator who provides one or more of the following:

The checked items apply to this employee

- HCBS System Navigation
- Information and Assistance
- Options Counseling
- Service Coordination of Long Term Services and Supports

**DEFINITIONS**

**Disability Services Navigator** means a person who provides Information and Assistance and/or Options Counseling services. Disability Services Navigators will function as HCBS System Navigators within the DAP duties.

**Information and Assistance** means a service that provides the individual with current information on opportunities and services available within their communities, including information relating to assistive technology; identifies the strengths and needs of the individual; links the individual to the opportunities and services that are available; and to the maximum extent practicable, ensures that the individual receives the services needed and is aware of the opportunities available, by establishing adequate follow-up procedures (U.S. Health & Human Services, Administration on Community Living, Older Americans Act (OAA) State Performance Report (SPR) definitions (ACL OAAPS)).

**Long-Term Services and Supports (LTSS)** means activities that support maintaining people with disabilities at the lowest level of care possible, including facility diversion, Respite, or transition to community as determined through the Contractor processes for eligibility and service determination.

**Options Counseling** means an interactive process whereby individuals receive guidance in their deliberations to make informed choices about long-term supports. The process is directed by the individual and may include others whom the individual chooses or those who are legally authorized to represent the individual. Options counseling includes the following:

1. a personal interview and assessment to discover strengths, values, and preference of the individual, and screenings for entitlement program eligibility,
2. a facilitated decision-making process that explores resources and service options, and supports the individual in weighing pros and cons,
3. action steps developed toward a goal or a long-term support plan and assistance in applying for and accessing support options, and
4. follow-up to ensure supports and decisions are assisting the individual.

**Person-Centered** means a process that is directed by the person who receives the support.

**Science of Hope or Hope** means a cognitive practice for improving the health and resiliency of individuals, families, and communities. The Hope framework involves the intentional act of setting goals, utilizing viable pathways, and working toward them with willpower to facilitate success.

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**Service Coordination** means an active, transitional, and ongoing process that involves assisting an eligible individual in gaining access to and coordinating the provision of services; using Person-Centered practices in all contacts with individuals and their caregivers; and coordinating the services identified in the service plan. Person-Centered” means a process that is directed by the person who receives the support.

**System navigation** means in-person, online, and telephonic support for problem solving and navigation of the services and supports available. System navigators ensure individuals and families who encounter barriers in accessing services and support are able to navigate health care, social services, and legal systems.

This position is subject to criminal and abuse background checks and requires pre-employment physical and drug screening. Travel is a required function of this job.

**WAGES**

Set by the CICS Governing Board. (Estimated starting pay is \$28.84 per hour approximately \$60,000 per year)

**ESSENTIAL JOB DUTIES/RESPONSIBILITIES**

- Process requests for services by conducting intakes, completing applications, obtaining required eligibility documents, obtaining, or completing necessary assessments, social histories, and other necessary documentation for the determination of program eligibility.
- Provide information regarding service options.
- Draft requests for funding and monitor on-going funding needs and service authorizations.
- Determine initial and continuing client eligibility, maintain records for accountability, and make appropriate closed loop referrals so that assistance is provided according to program policies and procedures and clients are aware of the broadest array of services available to them.
- Assist clients in receiving services which have been identified in the planning process that maximize their ability for self-determination.
- Assist in accessing resources or other local, state, or federal benefits identified for the client, family members, and/or providers.
- Assist clients in completing paperwork.
- Complete all required documentation in individual case files in the required timeframes.
- Coordinate, implement, and monitor the Individual Service Plan for designated individuals.
- Initiate the transfer of an individual to other services or terminate services when the client determines the current services are no longer required or desired.
- Advocate for the client and facilitate the Interdisciplinary Team, as directed, in the development of the Individual Service Plan for clients.
- Provide Information and Assistance.
- Provide Options Counseling
- Provide HCBS Systems Navigation
- Participate in Medicaid Administrative Claiming including total time tracking
- Establish and maintain effective working relationships with clients, county, regional, and state employees, law enforcement, the judicial system, Service providers, and the public.
- Participate in agency, provider, and state-wide committee meetings, as assigned, provide training on department related topics, and attend work-related meetings, conferences, educational and training opportunities, and seminars.
- Other duties as assigned

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES**

The successful candidate must possess the following knowledge, skills, and abilities, or be able to demonstrate the capacity to perform the essential functions of the position:

- Proficient in applying professional-level knowledge of federal and state assistance programs that support individuals with disabilities.
- Flexible and adaptable, able to shift efficiently between diverse tasks without compromising effectiveness or composure.
- Demonstrates strong computer literacy and comfort with relevant technology.
- Communicates ideas clearly and effectively, both verbally and in writing.
- Skilled in critical thinking and problem solving, with a proven ability to assess situations and identify appropriate solutions.
- Capable of working independently or collaboratively within a team setting.
- Able to understand and follow both oral and written instructions.
- Possesses the ability to negotiate, mediate, and resolve conflicts between opposing parties.

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**ENTRY REQUIREMENTS**

- A bachelor’s degree with 30 semester hours or equivalent quarter hours in a human services field (including, but not limited to, psychology, social work, mental health counseling, marriage and family therapy, nursing, education, occupational therapy, and recreational therapy) and at least one year of experience in the delivery of services to individuals with disabilities.
- A valid driver’s license, reliable transportation, and adequate liability insurance are required.

**WORK ENVIRONMENT**

While performing the duties required of this position, the employee is regularly subject to a mentally stressful environment; however, the likelihood of bodily injury or similar occupational hazard is slight. Must have physical and mental stamina and be able to perform successfully under time-limited pressure.

Regular work hours are 8:00 am to 4:30 pm, Monday through Friday. Must have the flexibility to adjust the schedule as needed.

**PHYSICAL REQUIREMENTS**

Must be physically able to operate office equipment. The position may entail long periods of sitting or driving, depending on circumstances. In most cases, physical demand requirements are at a level of those for sedentary or office environment work which may involve some lifting, carrying, pushing, and/or pulling of light to moderate weight materials (approximately thirty pounds).

**DISCLAIMER**

- Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this description.
- All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employees are encouraged to discuss possible accommodations with the employer.
- Job description in no way implies that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties required.

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, reasonable accommodations will be provided to qualified individuals with disabilities. Prospective employees and incumbents are encouraged to discuss potential needs for accommodations with the employer.

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Signature

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Date