About Us
The Columbus Organization is a group of caring professionals whose mission is to assist individuals at risk and with complex care needs remain in the least restrictive environment of their choice while improving their quality of life through coordinated services and supports. With a person-centered planning & thinking approach, it is our vision to be recognized as an organization that transforms individuals' lives and provides families the peace of mind in knowing their loved one has a voice and a valued role in their community.

Title
Community Navigator

Location

Remote position with required travel in Kent, New Castle, and Sussex counties in Delaware.

Summary of Position

The Community Navigator conducts evaluations, referrals, site visits, addresses service gaps or concerns, and supports crisis intervention efforts to ensure continuity and quality of care for the IDD population. This position collaborates with internal and external stakeholders to support organizational priorities and promote consistent, high-quality service delivery statewide.

Essential Functions

- Serve as a primary liaison for participants, families, providers, and community partners, ensuring seamless coordination of services.
- Conduct assessments and develop person-centered service plans that align with individual goals and optimize resources.
- Monitor and evaluate service delivery, addressing gaps and supporting participant health, safety, and satisfaction.
- Provide specialized casework, resource education, and support during critical situations, including hospitalizations.
- Maintain accurate electronic records, documentation, and compliance with HIPAA, state, and agency standards.

- Build natural support networks, identify community resources, and promote participant
- engagement.
- Conduct outreach to stakeholders to expand awareness and access to agency services.

Position Requirements

- Minimum one year of experience in health or human services, including conducting interviews and assessing individuals' personal, health, employment, social, or financial needs.
- An associate's degree in a health or human services field OR a certificate in medical assisting,
- EMS, counseling, therapeutic services, health care administration, or a related field OR at least
- one year of experience interviewing and assessing individuals' personal, health, employment,
- social, or financial needs. Case management experience, including assessment, planning,
- implementation, monitoring, and evaluation of services.
- Experience contributing to client service plans, with the ability to make informed
- recommendations for treatment, counseling, or service eligibility.
- Knowledge of relevant laws, regulations, policies, and procedures, and the ability to apply them
- effectively.
- Proficiency with electronic information systems for data entry, documentation, and reporting.
- Strong written communication skills, including preparation of clear, accurate narrative reports.

Skills, Knowledge and Abilities

- Proficient in Microsoft Office 365 and professional report preparation.
- Skilled in interpreting and applying policies, procedures, and regulatory requirements.
- Strong analytical and problem-solving skills, with the ability to evaluate situations and recommend appropriate actions.
- Demonstrated ability to build and maintain effective relationships with colleagues, participants,
- and external agencies.
- Clear and professional communicator, capable of explaining rules, presenting information, and
- responding to diverse audiences.
- Competent in gathering and analyzing data, defining problems, and drawing sound, evidence based conclusions.
- Demonstrate the ability to provide case management services for a caseload of individuals.

Team and Travel Environment

- Remote position with required travel in Kent, New Castle, and Sussex counties in Delaware.
- Regular travel to multiple work locations, with exposure to typical outdoor conditions and periods of sitting or standing.
- Residency within the assigned territory required; exceptions may be made based on business
- needs.
- Occasional evening and weekend work may be required to meet operational demands.
- Must have personal internet accessibility
- Must have reliable transportation and proof of insurance.

AAP/EEO Statement

The Columbus Organization provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, The Columbus Organization complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The Columbus Organization expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of The Columbus Organization’s employees to perform their job duties may result in discipline up to and including discharge.