

## Community Resource Navigator Role Description

### **Summary**

Community Resource Navigator volunteers will help patients access community resources to address their unmet social needs like food and housing insecurity. Student volunteers' primary responsibility will be to conduct social needs screenings and referrals and/or follow-up to assess if a patient accessed a community resource and, as appropriate, help the patient troubleshoot barriers to access by (a) providing information on complementary services (i.e. public transportation options to the community organization site), (b) engaging patients through motivational interviewing techniques, and c) providing empathetic support to patients through active listening.

Learn about the program's beginnings through this [video](#), [poster](#), or [article](#).

We are looking for both English and Spanish-speaking volunteers. Students with Near-Native or Native Spanish language proficiency are highly encouraged to apply.

Volunteers will be expected to commit to this upcoming academic year (summer + fall and spring). By applying in this application cycle, you are expected to volunteer this summer.

### **Essential Duties and Responsibilities**

- Speak with patients at either Lincoln Community Health Center (LCHC) or Duke Health Departments, such as the Duke Emergency Department, to screen for social needs, make referrals to community organizations, and/or follow-up and troubleshoot barriers to resources
- Provide empathetic support to patients through active listening
- Demonstrate knowledge of community based resources by facilitating connections between patients and their referrals
- Collaborate with case managers at LCHC and Duke Health leadership to identify patient needs and make appropriate referrals
- Document phone calls and in-person interactions in REDCap software or NCCARE360 platform

### **Requirements**

- Completion of volunteer application and interview process
- Successful completion of background check, and immunization verification as administered by either Lincoln Community Health Center or Duke Health
- Attendance at all mandatory training modules to develop skills and knowledge to become a successful Community Resource Navigator
- Commitment to follow-up calls on a weekly basis (between 4-8 hours/week)
- Professional and friendly conduct
- Demonstrated understanding of social determinants of health and their importance to patient care
- Adaptability to real-world situations and patient needs
- Openness to changing and improving the Help Desk Community Resource Navigator program

- Collaborative attitude in working with fellow volunteers, the Lincoln Behavioral Health Team, and Duke Health members

### **Time Commitment**

- Minimum 4 hours/week of in-person social determinants screening and/or follow-up phone calls. Phone calls are expected to be made from a private space where patient privacy is respected.
  - Must be able to volunteer for a minimum of the upcoming academic year
  - Will occur during and after business days, potentially weekends
- 30 minute -1 hour/week of volunteer meetings
  - Includes patient case debriefs and ongoing training/reflection

### **Benefits**

- Learn about the social determinants of health and health disparities and how they affect health outcomes
- Learn about real-world patient needs (housing, food insecurity, transportation, etc.)
- Engage with patients directly and meaningfully, speaking with patients about aspects of their care on follow-up calls
- Adapt to changing environments in the real world, helping patients troubleshoot barriers they encounter along the way
- Participate in the delivery of an innovative model for responding to non-medical patient needs
- Develop patient communication and motivational interviewing skills
- Serve our community in Durham and learn more about the intersection between health systems and community/social services in the local area
- Help the Durham community recover from the pandemic

### **Training & Evaluation**

- Training modules on the weekends of March 23rd-24th and March 30th.
  - Includes the following topics: social determinants of health, Durham community services, HIPAA compliance, motivational interviewing, and NCCARE360
- Practice phone calls
- Shadowing an experienced volunteer
- “Reverse shadowing” sessions with Help Desk Leadership
  - Supervisors will observe and evaluate volunteer on calls

## **Community Resource Navigator Application**

*Note: Community Resource Navigators will be required to undergo a 30 minute interview as well as a background check administered by Lincoln or Duke Health before invitation to join the volunteer program.*

**Please email the completed application to [asi15@duke.edu](mailto:asi15@duke.edu) & [ejc55@duke.edu](mailto:ejc55@duke.edu) by February 22nd.**

### **Background**

First Name: Last Name: Preferred Name (optional):  
Email: Cell Phone:

**How did you first hear about the Community Resource Navigator program (i.e. friend, professor, advisor, organization)?**

### **Education**

Graduation Year:  
School (Trinity/Pratt):  
Primary Major:  
Secondary Major:  
Minors, Certificates:

### **Experience**

Have you previously volunteered with Lincoln Community Health Center (Y/N)?  
Have you previously volunteered with Duke Health (Y/N)?  
Have you had any previous volunteer experience in a healthcare setting (Y/N)?  
Have you had any previous volunteer experience (Y/N)?

Please list up to 5 previous Volunteer/Community Service experiences, ordered by the significance of involvement.

Volunteer Role Title (inc. Brief description of responsibilities)	Organization Name	Dates of Service

Please list any additional educational, personal, or professional experience that you would like us to consider in your volunteer application, including but not limited to social determinants of health/health systems coursework and Durham community volunteer work/advocacy):

We are recruiting for both English and Spanish-speaking volunteers:

Can you speak fluently or read/write Spanish (Y/N)?

Are you a native speaker (Y/N)?

**Availability**

Note: All Community Resource Navigators will be expected to commit to a minimum of the summer and upcoming academic year for 4 hours/week, including screening, follow-up calls, data entry, and training meetings. Training will be held on the weekends of March 23-24 & March 30th. Each training module (we'll have 2-3 modules) will take about 1-2 hours each to complete.

Are you able to attend the training? (Y/N)

If no, when are you available?

Are you able to attend the training? (Y/N)

If no, when are you available?

Please list all of your recurring and/or significant commitments for the school year, including days and hours.



**Resume**

**Please separately attach the most recent version of your resume with your application submission.**

Thank you for your interest in the Community Resource Navigator position! We look forward to reading your applications. Within 4 days of the written application deadline, we will be extending 30-minute interview invitations for select candidates. Please keep an eye on your email inbox! Final volunteer decisions will be made shortly after the interviews.

Please email Achintya Inumarty and Eugene Cho with any questions!

**Please email the completed application and resume to [asi15@duke.edu](mailto:asi15@duke.edu) & [ejc55@duke.edu](mailto:ejc55@duke.edu) by February 22nd, 11:59 PM and write “Help Desk Application” as the subject line.**

**Save your application as “LastName\_FirstName\_HDApplication[2024]” and your resume as “LastName\_FirstName\_HDResume”**