



Substance Use Navigator (SUN)

[Also known as Treatment Navigator, Treatment Coordinator, Medication for Opioid Use Disorder Navigator (MOUD) Navigator, MAT Navigator, Patient Navigator, Linkage Coordinator, Care Coordinator, etc]

The navigator will report to [Programs Coordinator Interim to the Programs Manager](#)

The navigator is a care coordinator and an integral team member of a statewide initiative to improve access to Medication for Opioid Use Disorder. Navigators conduct initial brief assessments, introduce patients to MOUD programs and services, expedite appointments at MOUD-capable clinics, serve as the primary coach for their clients, and maintain ongoing contact with their panel. These activities occur at **Syringe Service Programs SSPs** and at **BRIDGE programs clinic**. They also assist with access to other services such as financial counseling, primary care, mental health services, social services, and residential treatment facilities.

Job Overview

- Member of the Emergency Department (ED)-based or Bridge clinic-based MOUD Team
- Available scheduled hours, for example M-F 12:00pm -8:30pm and or 9am-5pm to approach patients once acutely stabilized to discuss the program and develop realistic individualized action plans for the patients.
- During after hours (evening/weekend hours) is on call or has a robust referral mechanism in place to follow up with patients referred to Patient Navigator during this timeframe.
- Become versed in a variety of substance use treatment models, patterns of substance use, effects of intoxicants and withdrawal of various substances
- Become versed in local and regional substance use treatment options and local harm reduction services.
- Develop expertise in insurance benefits and exclusions related to treatment.
- Initiate, develop and maintain constructive relationships with community MOUD treatment providers.
- Schedules follow up appointments, offers additional resources, networks to help achieve sustained access to care.
- Establish relationship with patient and communicate via telephone, texting, and/or email to remind patients of appointments, help patients navigate any obstacles to follow up treatment, and provide encouragement.
- Support patient to access the most optimal level of care available. If patient from out of county and needs to access MOUD in their home county, assist to connect with local resources in their home county.
- May have additional duties in a Bridge clinic depending on site.

Responsibilities, Skills, Knowledge, Abilities, and Duties

- Communicate with hospital staff daily during weekdays to recruit patients from the SSP and provide support to staff around MOUD: Monitors the ED and inpatient patient tracking systems to screen for eligible patients; checks-in with ED and inpatient clinicians and nursing staff to screen for eligible patients.
- Communicates and interacts with patients in a culturally competent and relatable way
- Identify current PMD and behavioral health providers. Works to connect patient with existing MOUD treatment available at current PMD and/or behavioral health location if available, unless patient prefers an alternate MOUD treatment location. Identify primary medical home if not secured.
- Maintain updated, in-depth knowledge of local and regional SUD treatment programs including capacity, insurance requirements, and additional services provided at local and regional programs (benefits assistance, housing assistance, mental health, primary care, etc.).
- Develop positive working relationships with ED staff and community agencies.
- Assess and address any barriers to attending follow up appointments (transportation, contact phone # availability for appt reminders, shelter needs, etc). Engage social services to assist with any of these issues as needed.
- Arranges transportation to nearby residential treatment facilities and partner programs
- Assist with navigating barriers to patients obtaining buprenorphine prescription from pharmacy (insurance status, copay expense, cost differences between formulations, etc). Routinely assists patients by having the patient and/or pharmacist call from the pharmacy to sort out encountered insurance barriers in real time.
- After discharge from ED +/- Inpatient, on the day prior to follow up appointment contact patients to remind them of their follow up appt.
- Ability to use computer information systems, computer literacy, and knowledge of word processing
- Collect data related to number of buprenorphine/methadone administrations, prescriptions, and referrals to care.
- Engage in scheduled California Bridge coaching calls and navigator trainings.
- If applicable, additional responsibilities and duties at Bridge clinic as delineated by supervisor

Qualifications

- Nonjudgmental, energetic, positive approach to assisting patients with Substance Use Disorder (SUD)
- Understanding of SUD as a medical condition and the role of MOUD in treatment and harm reduction. Adherence to an abstinence-based social model that is unsupportive of MOUD is not aligned with the goals of this position.
- Interest/proficiency in working with individuals recently released from incarceration, homeless individuals and other marginalized populations.
- Able to interact with patients in a culturally relatable manner. Any additional ability to communicate in languages spoken in local community such as Spanish, Tagalog, Hmong, etc. helpful
- Preference for applicants with connections to, and reflecting the diversity of, the local community.
- Respect for patient confidentiality and privacy.
- Excellent written and verbal communication skills.
- There is no specific degree, certification, or training requirement.

Why Work Here?

Great opportunity to have a profound impact on the lives of your patients and larger community, while working in a dynamic, energetic, and supportive environment. Room for significant personal and professional growth.

The California Bridge program will assist with the training and support of all SUNs in many ways including coaching calls and in person trainings. Please plan to have your navigator (and ED/inpatient champions and other team members) attend these trainings: