

February 3, 2025



LifeSource System, Inc. (LSS) is seeking highly motivated and passionate screeners-navigators to lead eligible community members to the enhanced healthcare services that they need to increase their quality of life.

LSS Screener-Navigator Positions - Job Posting

Application Deadline: February 28, 2025

ABOUT THE ORGANIZATION

LifeSource Systems, Inc. (LSS) is a 5013c that is in Buffalo, New York. LSS mission is to provide educational insight to individuals and inter-generational families in an effort to lead communities to healthy lifestyles. The vision is to motivate individuals and families to CHOOSE2b Healthy by embracing both their internal and external physical being through total nutrition and mental health (alertness and awareness) wellness by narrowing the bridge between both. LSS Aim to inspire the **FitNow and Beyond** concept which is helping individuals and families stay engaged in good nutrition and behavioral patterns.

LSS strongly believe in the principles Ujima or Collective Work and Responsibility and Ujamaa Cooperative Economics because 'Working Together Works'. LSS engages in relationships with communities of color working for racial justice and a "new food economy". Our goal is to promote both human and civil rights for all people regardless of race, color, creed, nationality, sex, or religious affiliation.

For more information about LSS, please visit us at: <https://lssiny.org/>.

ABOUT THE POSITION

The mission of New York State is to protect and promote health for all, building on a foundation of health equity. The Office of Health Insurance Programs (OHIP) has established regional Social Care Networks (SCNs) across the State to ensure that the Health-Related Social Needs (HRSNs) of Medicaid Members (MM) are more consistently identified and addressed. LSS screeners-navigators working alongside SCN Lead Entity for Western New York, Western New York's Integrated Care Collaborative's (WNYICC), MM will be screened for HRSNs. Screeners-Navigators will navigate to existing local, state, and federal programs, and/or eligible to receive specific, evidence based HRSN services (e.g., housing supports, nutrition, transportation, care management).

Job Description Responsibilities & Qualifications for Screener / Navigator

RESPONSIBILITIES:

- Provide empathetic and culturally competent screening for social determinants of health to community members telephonically or virtually.
- Process screens and referral intake daily including calls with potential program participants, documentation, and insurance/eligibility verification.

- Receive, prioritize, monitor, and triage screenings and referrals that require service connections across community-based and organizations.
- Managing incoming referrals received to ensure successful and timely connections are made between clients (community members) and the appropriate community partner that best meets community members' needs.
- Document progress and action taken with each referral and every interaction in the WNY Integrated Care IT platform, as required.
- Maintain effective communication with community members and/or referring organizations to ensure acceptance and resolution of referrals by the receiving organization or to redirect the referral to another provider, if necessary.
- Handle customer questions and concerns with excellent customer service, empathy, and patience. Attend WNY Integrated Care Screening/Navigation Workgroup.
- Demonstrates excellent customer service on phone, in-person, via email and in all aspects.
- This position is responsible for working within WNY Integrated Care social care technology and transportation platforms.
- Seek opportunities to enhance and simplify the user experience.
- Position will be required to abide by policies and procedures that support federal, state and local HIPAA and Fraud, Waste, Abuse regulations.
- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States.

QUALIFICATIONS:

- Experience providing care coordination, care management, or community-based client services; or Community Health Worker certification
- Successful experience working in community, healthcare, public health, non-profit, or similar operations.
- Capacity to inspire and motivate others.
- Extremely detailed-oriented and capable of multitasking
- Proficient computer skills and willingness to learn additional software applications.
- Experience with HIPAA regulations is preferred.
- Ability to relate effectively to diverse groups of people from all social and economic segments of the community with a track record of building authentic, constructive relationships with others.

EQUAL OPPORTUNITY STATEMENT

LifeSource Systems, Inc., is an equal opportunity employer. LifeSource Systems, Inc. provides equal employment opportunity to all applicants and employees without regard to race, color, religion, sex, sexual orientation, gender identity or expression, marital status, national origin, ancestry, age, present or past history of mental disability, intellectual disability, learning disability, physical disability, including but not limited to blindness, status as a veteran, or any other characteristic protected by applicable federal, state, or local laws.

LifeSource Systems, Inc. complies with the Americans with Disabilities Act and corresponding state or local law. If you believe you need accommodations in order to participate in the application process, please contact lssi@lssiny.org.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation, and training.

ENCOURAGED TO APPLY

LifeSource Systems, Inc. values inclusion in our workplace and community. People of color, women, people with disabilities, lesbian, gay, bisexual, queer, transgender, gender-nonconforming and formerly incarcerated individuals are strongly encouraged to apply.

Folks from communities listed are encouraged to apply or to reach out for more information. LifeSource Systems, Inc. knows these groups are subjected to systemic oppression— including people of color, women, people from working class backgrounds, and people who identify as LGBTQ+ are less likely to apply unless and until they meet every requirement for a job. Therefore, we strongly encourage applications from people with these identities or who are members of other communities who are marginalized.

HOW TO APPLY

Overview of Application Process

Step 1:

- Complete the Job Application Form and attach your resume (no cover letter is needed).
- Applications will be reviewed, and selections will be made between February 5, 2025, and accepted until February 28, 2025.

Step 2:

- Between February 5 and February 17, 2025, selected applicants will be asked to submit three professional references.

Step 3:

- Several finalists will be interviewed by our hiring committee between February 18 and 28. We want to hear more about your story and what excites you about this position.
or further information, please visit our website at <https://lssiny.org/>. Questions can be directed to the Hiring Committee at lssi@lssiny.org with the subject line: "LSS Screener-Navigator Positions".