The Onondaga County Health Department is currently accepting applications for the position of:

Service Navigator

Location: Onondaga County Health Department
421 Montgomery Street
Syracuse, NY 13202

Salary: $49,805.

Hours of work: 35 hours per week, Monday through Friday, 8:30 am-4:30 pm

Please submit a cover letter and resume. Official job description, including minimum qualifications, can be found on the Personnel page at www.ongov.net.

Name and Address where cover letters/resumes should be directed:

Julie Gilbert
Program Coordinator (Health)
421 South Warren Street
Suite 301
Syracuse, NY 13202
Email: juliegilbert@ongov.net

DESCRIPTION

The Onondaga County Health Department is seeking a qualified candidate to support the Substance Use Initiatives Program in Onondaga County. This position will work with community members with substance use disorders to improve their access to community services and the healthcare systems.

The Service Navigator will work collaboratively within the community to develop rapport with clients and foster relationships with other service providers. The Service Coordinator will regularly engage in community outreach and will cooperate with the entire Substance Use Initiatives team to provide comprehensive, empathetic care. The position reports to the Program Coordinator of Substance Use Initiatives.

RESPONSIBILITIES

- Contact potential participants and referrals.
- Conduct street and community outreach to individuals who might not otherwise seek assistance for issues related to substance abuse.
- Connect individuals and families to identified substance use supports and services.
- Acts as a referral agent for patients to other Health Department and community-based programs and services.
- Assists participants in understanding and accessing available community supports and resources.
- Collaborates with care managers and patient navigators from community agencies.
- Maintains contact with clients, including phone contacts and field visits.
- Conducts outreach efforts to participants who have been disengaged from services.
- Completes required documentation, including tracking mechanisms, progress notes and care plans, in accordance with agency standards.
- Attends and participates in monthly staff meetings.

MINIMUM QUALIFICATIONS

Open Competitive:

Candidates must be high school graduates or holders of a high school equivalency diploma issued by an education department of any of the states of the United States or holders of a comparable diploma issued by any territory, commonwealth, or possession of the United States or by the Canal Zone or holders of a report from the United States Armed Forces certifying successful completion of the tests related to general education development, high school level.

SPECIAL NECESSARY REQUIREMENT

Possession of a New York State driver's license appropriate to the vehicles being operated or otherwise demonstrate the ability to meet the field requirements of the position.

Benefits (http://www.ongov.net/employment/benefits.html and http://www.ongov.net/ebenefits/):

- Leave-vacation, personal, sick, 13 paid holidays
- Health, dental and vision insurance
- Flexible spending account
- Long-term disability
- New York State Employees Retirement System
- Deferred Compensation-457 Plan
- Employee Assistance Program (EAP)
- Membership in the Summit Federal Credit Union is available

PROVISIONAL APPOINTMENT
Successful candidate will be appointed provisionally and must take the corresponding Civil Service exam, scheduled for a later date, and place high enough on the list to qualify for permanent appointment.

Application deadline: December 3, 2026.

Onondaga County does not discriminate because of race, creed, color, citizenship, national origin, age, sex, religion, marital status, conviction record, disability, genetic predisposition or carrier status, pregnancy, or sexual orientation.

Onondaga County is an Affirmative Action/Equal Opportunity Employer