

PATIENT NAVIGATORS

Patient Navigators (PN) are non-clinical team members skilled at engaging with patients over the phone and in-person and working with clinic care teams to enhance patient centered care. Patient Navigators outreach to patients; schedule patient appointments; enhance patient connection to PCMH; and assist with referrals to additional resources, including transportation and interpretation services. Demonstrate Christ-like behavior and attitude in all job duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include:

- *Patient engagement and outreach*- practicing active listening, empathy and cultural humility with patients to schedule appointments. Addressing challenges with patients at-risk of missing appointments.
- *Connecting patients to PCMH*- coordinating appointments with health care providers to ensure timely delivery of diagnostic, treatment and wellness exams. Assist patients with accessing additional resources and/or clinic services. Updating care team on patient progress. Effectively communicating with patients and clinic care teams. Ability to balance priorities and manage patient caseloads.
- *Improve clinic quality measures*- demonstrate an understanding of culturally specific challenges and disparities facing patients. Knowledge of basic public health principles, managed care, health care delivery system and community served. Basic understanding of health risk factors, prevention techniques and healthy lifestyles.
- *Professionalism*- efficient in demonstrating essential job related functions and workplace etiquette, including computer use; navigation of electronic health records system; maintaining patient confidentiality; identification of mandatory reporting situations; goal setting and work plan development; timeliness of arrival and tidiness of work space. Ability to apply critical thinking and problem solving skills. Ability to work effectively within a team, demonstrating initiative, follow-through and accountability.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to accomplish each essential duty satisfactorily. The following requirements are representative of the knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Valid driver's license required.
- Current personal vehicle insurance that complies with California minimum requirement.
- Acceptable driving record.
- Must be fluent in English and Spanish.
- Detail-oriented.
- Communication Skills (written, verbal, presentation and patient engagement).
- Interpersonal and Relationship Building Skills (with patients and clinic staff).

- Service Coordination and Navigation Skills (patient appointments and referrals).
- Profession Skills and Conduct (including IT skills)
- Ability to use word-processing and spreadsheet software to complete assigned tasks. Skilled in using office machines.
- Health Care Knowledge Base (health care system, measures, and health disparities).
- Demonstrated organizational skills with the ability to prioritize and complete multiple tasks simultaneously; demonstrated skills in working independently or in a team setting; using independent judgment; and problem solving and troubleshooting.
- Demonstrated ability to work with clients of various socioeconomic backgrounds, disabilities, and cultures and with interpreters and clients for whom English is a second language.
- Demonstrated ability to communicate in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.); demonstrated skills in handling difficult interpersonal interactions with discretion and diplomacy.

EDUCATION and/or EXPERIENCE:

High school diploma or GED. Minimum three years working in the areas of health promotion or community work required.

COMPUTER SKILLS: Computer proficiency required, including the ability to enter data with speed and accuracy

LANGUAGE SKILLS: Bilingual and bilateral in English and Spanish is required.

TRAVEL REQUIREMENTS & WORK HOURS: Limited to contractual/collaborative duties and professional education opportunities. Standard 40-hour week (4, 10-hr days or 5, 8-hr days) with occasional Saturdays or Sundays.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc...) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

California Driver License; valid insurance. CPR Certification required.

Full-time, exempt, position. Medical, Dental and 403B Retirement Plan with employer match. Salary range \$26,253 - \$39,380. Equal Opportunity Employer. We will consider candidates with criminal histories. Please submit resume. .