



## Job Posting

**Title:** Patient Navigator -Early Child Development Program

**Base Salary Range:** \$45,760 - \$50,960 plus benefits

**FTE:** Full-time, Non-Exempt

**Our Mission:** The Mission of South-Central Family Health Center is to improve the quality of life for the diverse Community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multicultural environment. To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

**General Summary:** As an integral part of the patient care team, the Patient Navigator serves as the link between patients, health systems, medical providers, and Referral Coordinators. In order to increase the utilization of available specialty care services, the Patient Navigator will work in collaboration with the Referral Specialist to maximize patient use of existing health services. The navigator will also connect the patient to Community services. The Patient Navigator will assist the Associate Medical Director and Program team to improve population health in South Los Angeles by increasing the amount of developmental screening for children ages 0-5, particular those who are at high risk due to developmental delay, autism, language barriers, and other social determinants of health disparities.

- Maintain up-to-date complete and accurate documentation of patient encounters in NextGen
- Will provide case management services to high-risk families, navigate the health system and provide guidance to access care.
- Will coordinate health education training, parenting support sessions as directed by the Associate Medical Director.
- The Patient Navigator will be responsible for assisting families connect with community resources and services that can support their child's and their own health and development, such as nutrition programs, early education programs, medical services, and behavioral health services.
- Assesses patient needs and any special accommodations (i.e., Sign language)
- Keeps the referring PCP informed as to the patient's needs, and progress via a PTA (provider test action) in the electronic health record
- Verify and update missing preventive and/or chronic care services using the i2iTracks population management system
- Outreach to patients missing services based on clinical guidelines, reports from patient registry or other sources
- Work with QI identifying opportunities for improved patient care
- Attend meetings, i.e., Providers', QI, Patient Flow, as needed/required
- Health Coach Activities:
  - Arrange for transportation assistance as needed
  - Review appointment history and follow up as needed
  - Maintain confidentiality and ensure compliance with HIPAA regulations.
  - Assist nursing staff with follow up on hospitalized patients; make appointments.
  - Care coordination with hospital discharge planner or navigator. Obtain discharge papers and direct to the provider. Ensure patient receives discharge medication



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- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represents SCFHC in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates initiative, exertion, drive, desire for self-improvement, and learning ability for advancement

### **Qualifications and Licensure:**

- AA degree required
- BA degree preferred
- Demonstrate knowledge of safety, infection control & emergency policies and procedures
- Minimum 2 years' experience in health education, public health, social work/case management or other related fields
- Current California Driver's License and Limited Liability Insurance

**Top benefits or perks:** As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company

### **Contact/application information:**

To apply please visit South Central Family Health Center's website at:

<https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>