



POSITION DESCRIPTION

POSITION: **Patient Navigator**

JOB SUMMARY: The Patient Navigator acts as an advocate for high need and high risk patients including those with chronic disease, pre-natal patients and those at risk for readmission to the hospital. In conjunction with the Medical Director, the Patient Navigator participates in creating and implementing systems for Navigators to function throughout the WCHC system.

Reports to: Clinic Nurse Manager
Direct Reports: None
FLSA Status: Non-Exempt
Last Updated: May 2011

DUTIES: (may not include all duties assigned)

- Participates in the creation, implementation and maintenance of a web-based resource database for Patient Navigator and provider use within the agency.
- Reviews treatment plans and follows up with high-risk patients to increase patient understanding and compliance with treatment plans
- Does research for providers on supportive services and resources for their patients including clinical research when appropriate
- Provides resources and referrals for patients interested in using complementary modalities including alternative therapies.
- Recruits, trains and supervises Patient Navigator interns
- Coordinates internships for other CAM providers including herbalists, nutritionists, massage therapists, acupuncturists, etc.

Minimum Requirements:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily in a professional manner. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- Certificate of completion from Patient Navigator program
- Current CPR certificate
- Must be able to perform the physical demands of the job. Basic office and equipment safety knowledge and practice.

Experience:

- Knowledge and experience with motivational interviewing
- Knowledge of community resources and networking ability
- Demonstrated commitment and skills to provide age appropriate care to a diverse population
- Experience in an outpatient setting or working with a health clinic desirable.
- Bilingual Spanish/English desirable.

Expectations:

- Ability to problem solve and be self motivated with acute attention to detail.
- Able to work independently with little or no supervision.
- Must have a commitment to excellence and high standards.
- Must have excellent written and oral skills, strong organizational and analytical skills.
- Must have ability to manage priorities and workflow.
- Required to have the ability to deal effectively with a diversity of individuals at all organizational levels
- Demonstrate a positive customer service, patient centered approach at all times.

Employee signature

Date