



Patient Navigator (bilingual)

Full-time

Compensation: \$16+ per hour (based on experience) + benefits

POSITION PURPOSE & SCOPE

The priority goal for a Patient Navigator is to find healthcare homes for uninsured and underinsured patients, where they can receive appropriate levels of care with the desired outcome being improved health for designated patient populations.

The Patient Navigator will be responsible for scheduling appointments and coordinating the referral process between Sacramento-area hospital emergency departments (EDs), community health centers/primary care clinics, and social supportive resources. The process involves a high level of interaction with ED staff, patients and community health providers to determine optimal care needs and settings, make referral appointments, and transfer relevant patient health data via a secure web-based system, as well as necessary follow-up to ensure continuity of care.

TYPICAL DUTIES

- Make face-to-face connections and build rapport with patients in hospital emergency departments.
- Serve as liaison between patients and providers to find appropriate care centers and connect with providers.
- Screen for eligibility and schedule appointments for individuals to apply for available health coverage, nutrition programs and other community resources.
- Make follow-up calls and monitor progress of patients to ensure positive outcomes, including on successful referrals and reduction in hospital readmission for primary care.
- Educate and link patients to primary care physicians within their selected health plans.
- Refer individuals to other health-related programs as needed.
- Maintain and grow database of participating community health care providers

EDUCATION & EXPERIENCE

- High School diploma or GED required.
- Completion of an Associate Arts Degree is preferred with an emphasis in social services, psychology or any health related field.
- At least two years' experience in a health care, social service setting including any experience conducting community outreach, case management, interpreting or patient-focused services.

QUALIFICATIONS, KNOWLEDGE, ABILITIES

- Speak, write, read and translate in at least one of the following languages required:
 - English/Spanish
 - English/Russian
 - English/Hmong
- Must be able to work flexible hours (morning, afternoon and or evening shifts including weekends as needed).
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Provide information in a manner that is culturally and linguistically appropriate to the needs of each patient.
- Ability to work independently in a fast-paced demanding emergency department environment and coordinate several tasks simultaneously.
- Ability to maintain professionalism with hospital clinicians and professionals as well as other community organizations and maintain strict confidentiality.
- Serve as a resource for patients, other navigators and hospital staff.
- Working knowledge of Microsoft Office applications preferred.
- Effective written and oral communication skills.
- Problem solving, decision making and critical thinking skills required.
- Excellent organizational skills with the ability to prioritize assignments.
- Utilize good judgment and to handle confidential and sensitive issues with tact and diplomacy and to work with culturally diverse populations.
- Must have reliable transportation and be able to travel within the County.
- Must have a valid driver's license and pass a background/fingerprint check.

PHYSICAL FACTORS

Physically able to walk, stand, stoop and lift, good manual dexterity, visual and auditory acuity.

DESIRED KNOWLEDGE

Successful candidates will have a strong knowledge of community resources in Sacramento and be familiar with community based health care delivery. Familiarity and working knowledge of Medi-Cal, CalFresh, and other public programs is preferred but not required. Experience in providing application assistance for Medi-Cal, Covered California and other public benefit programs is desired.

TO APPLY

Please send a resume, cover letter and at least two work related references to Cristian Malespin, Administrative Assistant at cmalespin@sacramentocovered.org . For more information about Sacramento Covered, please visit www.SacramentoCovered.org

No phone calls please.