

Family Health Partnership Clinic Patient Navigator

Reports to: Clinical Manager

Interacts with: Providers, nurses, patients, community networks

Overview of the Position:

This position provides support to patients and staff in accessing outside referrals to ensure better patient outcomes.

Major Responsibilities:

- 1) Develop and utilize referral network for a variety of issues including specialty care, housing, food and mental health referrals.
- 2) Assist patients in accessing these services.
- 3) Provide consultation to nurses and physicians to assist in referrals
- 4) Provide follow up and advocacy services to patients
- 5) Assist outside agencies in communications with primary care providers at the Clinic

Additional Responsibilities:

- 1) Represent the Clinic at various community networking meetings;
- 2) In-service staff on programs and services available for patients
- 3) Collaborate with the other staff to help identify resources for patients
- 4) Assist with financial aid forms with patients.
- 5) Some interpreting as assigned.
- 6) Monthly reporting per Mental Health Board requirements.

Skills Required for a Successful Candidate:

This position must be bilingual, both oral and written.

This position requires a highly organized self starter who thrives on personal interaction. The candidate must be able to passionately and positively represent the mission of the Clinic to a wide variety of people and organizations. The successful candidate will have a passion for creative problem solving, and must be strong empathy skills. The successful candidate must have impeccable ethics.

Education and Experience

The successful candidate will preferably have a bachelor's degree in social services, social work or other human service field.

Work Environment

It is expected that the successful candidate will work out of the Clinic, but will be expected to travel to local agencies, offices and meetings. Mileage is provided by the Clinic.