



Job Description

Non-Management (Patient Care)

Job Title: Patient Navigator II		Mgt Approval/Date: 1/11/11 whitley
Department: Community Health Services		HR Approval/Date: 1/11/11 mv
Job Code: DZZC3204	FLSA Status: Non-exempt	Salary Class: H - Hourly
EEO4 Code: 05-Para-Professional	HR Occ Class: 500 CommHealth	Job Class: CPT
Reports To (Job Title): Director or Program Manager		Grade Sch: NonExempt

The following statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

JOB SUMMARY: Under general supervision, provides basic care coordination, identifies and reduces barriers to care, provides referrals to necessary resources.

MINIMUM QUALIFICATIONS:

Education: High School Diploma or GED.

Experience: Typically requires at least one year of community involvement and/or working with clients, or an equivalent combination of education and experience.

Knowledge, Skills & Abilities: Knowledge: Basic care coordination, knowledge of community resources Skills: Establish and maintain rapport and a therapeutic relationship, Communication and motivational interviewing, Uses computers, including Microsoft Outlook, Word, PowerPoint, Excel, SharePoint, GoldMine, scheduling software as well as perform Web searches for clients, BLS. Abilities: Bilingual English/Spanish or English/other languages preferred.

Certificate/License/Registration: Certificate of completion from the Community College of Denver Community Health Worker program and/or the Patient Navigator Training Collaborative at the University of Colorado, or an equivalent combination of education and experience.

ESSENTIAL DUTIES & RESPONSIBILITIES: List each job duty and responsibility that is essential to performing the job successfully, efficiently and safely.

70% Care Coordination

- Follows standard work
- Establishes rapport and therapeutic relationship
- Orients clients to the agency and program
- Communicates in an understandable manner and monitors clients' understanding
- Assesses patient needs
- Uses knowledge of client's cultural, ethnic, religious and social system to develop and revise care/action plan
- Identifies and assists clients in reducing barriers to care and implementing and adhering to plan
- Arranges follow-up

10% Communication and participation with Health Care Team

- Communicates client plans and concerns to healthcare providers
- Orders needed labs and tests following protocol
- Participates in clinic/setting specific meetings and initiatives
- Teaches Healthy Living classes

10% Documentation

- Data is accurate, complete and entered within 24 hours of client interaction

8% Resource referral and acquisition

- Provides clients and families with factual and appropriate information and education in understandable manner
- Refer and assist clients in accessing needed resources to meet identified needs (including grant applications, medication assistance, transportation, behavioral and substance abuse treatment, etc.)
- Promotes positive interpersonal (customer) relationships with fellow employees, physicians, patients and visitors. Treats these individuals with courtesy, dignity, empathy and respect; consistently displays courteous and respectful verbal and non-verbal communications.
- Adheres to, complies with and demonstrates support for the mission and values of Denver Health. Supports and adheres to the Denver Health Dozen.
- Ensures confidentiality of patient information by creating and maintaining a secure and trusting environment by not sharing information learned on the job, except when necessary in the performance of the job responsibilities or to improve a patient’s care.
- Has regular and predictable attendance.

For Patient Care Positions:

- Ensures all duties, responsibilities and competencies are conducted in a manner that is effective and appropriate to patients/clients to whom care/service is being provided.
- Demonstrates knowledge and applicability of the principles of growth and development over the life span, as well as demonstrating the ability to assess data reflecting the patient’s status and interpreting appropriate cultural information of the patient(s) to whom care/ services is being delivered/provided.
- Employee has completed and met their clinical competency standards.

NON-ESSENTIAL DUTIES & RESPONSIBILITIES: This section should include any job duties considered marginal or not essential to the purpose of the job.

2% Performs other duties as assigned.

ADMINISTRATIVE RESPONSIBILITIES: Check the item(s) that are administrative responsibilities of this position, if applicable: Not Applicable Instructing Assigning Work Reviewing Work
 Assessing Performance Hiring/Terminating Disciplining

DEGREE OF SUPERVISION RECEIVED: Close General Minimal

PERSONNEL SUPERVISED (Titles and Approximate Numbers): None

INTERNAL/EXTERNAL CONTACTS: Patients, families, providers, administrative staff, community based organizations

POPULATION SPECIFIC STAFF: Yes No
(Check YES, if this job requires interaction with patients, families, and/or visitors. If YES, complete the population specific competencies at the employee’s home department.)

ADA CHECKLIST – Select the following requirements that are essential (not marginal) for the incumbent to perform this job successfully, efficiently and safely.

Physical and Mental Requirements: Place the appropriate “Amount of Time” code for each of the following:			
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3;	and 3 = more than 2/3
PHYSICAL: 3 Lifting < 10 lbs - Light 1 Lifting 10 - 20 lbs - Light-Med 1 Lifting 21 – 40 lbs - Medium 0 Lifting 41 – 80 lbs- Med Heavy 0 Lifting 81 – 120 lbs - Heavy 0 Lifting > 120 lbs – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs ___ Other: Describe:	ACTIVITIES: 3 Sitting 1 Standing 1 Bending 0 Kneeling 0 Squatting 1 Walking (Distance) 1 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	MENTAL/SENSORY: 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 2 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	EMOTIONAL: 3 Fast pace environment 1 Steady pace 3 Able to handle multiple priorities 3 Frequent & intense customer interactions 3 Able to adapt to frequent change 1 Works under deadlines 3 Process complex info

	__ Other:	__ Other:	3 Works as part of a team
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Environmental Requirements: Place the appropriate "Amount of Time" code for each of the following:			
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3;	and 3 = more than 2/3
1 Blood and body fluids	0 Working Outdoors	DAILY ACTIVITIES?	
1 Biohazards (e.g., bacteria, fungi, viruses)	0 Hot, cold, wet surroundings	3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs	
1 Radiation (ionizing, laser, microwave)	0 Dust, fumes, gases, mist, powders	1 Performance of same motion/ motion pattern every few seconds greater than 2 hours at a time	
0 Toxins, cytotoxins, poisonous substances	1 Loud or unpleasant noises	0 Vibrating or impact tools/ equipment greater than a total of 2 hrs	
0 Chemicals	1 Electrical hazards	0 Forceful hand exertions greater than a total of 2 hours	
0 Hazardous materials other than blood and body fluids	0 Grease and oil	__ Other:	
1 Communicable disease	0 Vibration		
1 Combative situations	0 Heights		
	1 Moving mechanical parts		
	1 Wear protective clothing/equipment		
	0 Use hand or power tools		
	1 Operate vehicles/machinery		
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used:			

DECISION-MAKING AUTHORITY: Check the item below that comes closest to describing the decision-making authority required in this position:
<input type="checkbox"/> Decisions are made within limits of clearly established policies, procedures, or instructions.
<input checked="" type="checkbox"/> Decisions are made requiring limited interpretation of policies, procedures, or instructions.
<input type="checkbox"/> Decisions are made requiring broad interpretation of policies, procedures, or instructions.
<input type="checkbox"/> Decisions are made which modify previously held or create new policy interpretations.
<input type="checkbox"/> Decisions are made on issues that initiate new organization wide policy.

Provide a signed copy of the Job Description to the employee and place the originally signed copy in the Supervisor's Desk File.	
Employee's Name: Employee's Signature:	Date:
Supervisor's Name: Supervisor's Signature:	Date: