



## DENVER HOUSING AUTHORITY JOB DESCRIPTION

### Job Title

**PATIENT NAVIGATOR**

Date: January 2013

Job Number: 497

Revision: \_\_\_\_\_

Category: Special Program

Division: Resident & Community

Services ("RCS")

FLSA Classification: Non-Exempt

### Summary of Job

Responsible for providing health care systems navigation for the Housing Authority of the City and County of Denver (DHA) residents seeking health care. Patient Navigator services may include, but not limited to, design and implementation of health related programs, guiding residents through the health care system, helping residents to complete their insurance paperwork, assisting residents in obtaining financial help for their medical services, directing residents to their health care services for further diagnosis and treatment, identifying local resources and support, keeping track of and helping residents get to their appointments.

### Essential Duties and Responsibilities

1. Contacts key personnel at health clinics and other service/health-related organizations with access to target population to identify status or services and coordinate resident care.
2. Designs, coordinates, implements and monitors activity programs for residents.
3. Promotes positive interpersonal (customer) relationships with fellow employees, physicians, residents and visitors.
4. Treats individuals with courtesy, dignity, empathy and respect; consistently displays courteous and respectful verbal and non-verbal communications.
5. Conducts research, recommends and coordinates programs for DHA residents with community based organizations.
6. Cultivates relationships with community-based organizations in order to provide programs to residents.
7. Prepares monthly status reports.
8. Communicates with Resident and Community Services (RCS) Program Manager regarding issues, problems and suggestions.
9. Researches and develops health related resident programs as needed.
10. Collaborates with other community agencies, nonprofits, for-profits, and government agencies to provide relevant services to public housing and/or Housing Choice Voucher (HCV)/Section 8 residents.

11. Supervises assigned staff and resolves staff and resident conflicts as necessary.
12. Coordinates with other DHA departments.
13. Performs other duties as assigned.

#### **Minimum Educational Requirements**

- Four (4) year degree in social work, sociology, psychology, Human Services or related field.

#### **Minimum Experience Requirements**

- One (1) year experience in community involvement/organizing work.
- Experience working as a Community Health Worker or Patient Navigator.
- Experience with low income, culturally diverse populations required.
- Experience in writing grant applications, grant monitoring, reporting, and/or evaluation.

#### **Education/Experience Equivalency**

- A combination of appropriate education and experience may be substituted for the minimum educational requirement.

#### **Licenses and/or Certification**

- Valid Colorado driver license. Must provide own vehicle for transportation. Maintains driving record in accordance with Personnel Policy.

#### **Position Requirement**

- Ownership or access to an automobile for full-time use.

#### **Knowledge, Skills and Competencies**

- a) Basic knowledge of MS Word and Excel software.
- b) Knowledge of effective case management principles.
- c) Ability to conduct staff and resident training.
- d) Skill in independently adapting, interpreting, and applying written guidelines, precedents and standardized work practices.
- e) Must show respect for the opinions and requests of others and behave in such a way as to ensure an atmosphere free of needless interruptions, conflict, difficulty and/or discrimination.
- f) Must develop and maintain courteous, professional and effective working relationships with co-workers, employees at all levels of the organization, as well as clients, landlords, local agencies, business, representatives of other organizations and with persons of diverse backgrounds.

- g) Ability to maintain confidentiality and the highest level of discretion related to sensitive information.
- h) Communicates information in a clear, concise, courteous, non-discriminatory, and professional manner, and expresses ideas and facts to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and concise oral presentations, listens to others, attends to non-verbal cues, and responds appropriately.
- i) Expresses facts and ideas in writing in a succinct and organized manner that is appropriate for context, time and place.
- j) Identifies and analyzes problems, and distinguishes between relevant and irrelevant information to make logical judgments.
- k) Ability to effectively plan, organize, implement, and monitor multiple human services programs or projects and tasks from inception to completion.
- l) Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.
- m) Displays high standards of ethical conduct and understands the impact of violating these standards on DHA, self and others; chooses an ethical course of action and is trustworthy.
- n) Daily attendance in the office.
- o) Must be punctual and timely in meeting all requirements of performance including scheduled lunches and breaks.

### **Physical Requirements**

- **Physical Demands:**  
 Sitting: Remaining in the normal seated position.  
 Handling: Seizing, holding, grasping or otherwise working with hand(s).  
 Talking: Expressing or exchanging ideas by means of spoken words.  
 Hearing: Perceiving the nature of sounds by the ear.  
 Carrying: Transporting an object, usually by hand, arm or shoulder.  
 Reaching: Extending the hand(s) and arm(s) in any directions.  
 Pushing: Exerting force upon an object so that the object is away.  
 Pulling: Exerting force upon an object so that it is moving to the person.  
 Crouching: Bending the body downward and forward by bending legs.  
 Kneeling: Bending legs to come to rest on one or both knees.  
 Driving: Moving body parts for automobile operations.  
 Standing: Remaining on one's feet in an upright position.  
 Walking: Moving about on foot.
- **Physical Strength:**  
 Lifting: Raising or lowering an object weighing up to 10 – 25 pounds.
- **Vision Requirements:**  
 Near Acuity: Ability to see clearly at 20 inches or less.

Far Acuity: Ability to see clearly at 20 feet or more  
Field of Vision: Ability to see peripherally.  
Accommodation: Ability to adjust vision to bring objects into focus.

- **Mental Demands:**  
Mathematical Reasoning  
Memorization  
Oral Comprehension  
Written Comprehension

### **Interpretation (policies, procedures, or practices)**

Applies U.S. Department of Housing and Urban Development (HUD) regulations and DHA policies and procedures at all times. Requires extensive knowledge of program guidelines as they relate to various Human Services funding sources.

### **Internal/External Contacts**

Works closely and continuously with managers and resident councils to develop programs. Extensive and complex program contact and coordination with local, state and federal organizations.

### **Scope of Responsibility**

#### **Problem Solving**

Ability to define problems, establish facts and draw valid conclusions under stressful conditions dealing with a wide range of personalities and priorities. Promptly refers problems, which are outside the scope of responsibilities, to the supervisor for resolution.

#### **Decision Making**

Decide day-to-day operational tasks related to implementation of the program.

#### **Nature of Supervision**

Works independently, receives direction from the RCS Program Manager when necessary. General discretion in resolving problems and substantial discretion in planning activities.

#### **Resource Responsibility**

Employees supervised: May supervise volunteers, temporary or special program employees or trainees.

Non-human assets: Responsible for assigned equipment and furniture

### **Working Conditions**

High level of stress due to extensive client contact, extensive pressure to external pressures and requirements. Employee may work evenings and weekends as required.

Environmental Conditions: Position requires extensive field work.

**Position Reports To:** Program Manager – RCS