**SUMMARY**

The Navigator serves as an intermediary between the health care system, social services and the community to facilitate access to services in support of families and assist in the obtainingof care and resources needed to maintain their health. Navigators reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing them to sources of clinical, financial, or social support.

**POPULATION SPECIFIC CARE**

No direct patient care.

**ESSENTIAL FUNCTIONS**

*An employee in this position may be called upon to do any or all the following essential functions. These examples do not include all the functions which the employee may be expected to perform.*

1. Assesses patient needs to customize appropriate internal and external resources. Assists families in community and home settings as determined by established algorithm to remove barriers related to access services.
2. Refers families to clinical, social, and financial supports using an established algorithm to assess patient and family needs.
3. Works with staff and providers to create a care plan and communicates with them regarding the status of referrals and outreach efforts.
4. Works with individuals from diverse backgrounds in reducing cultural and socio-economic barriers between clients and institutions. Builds family capacity to address health and social issues through education, care coordination and community outreach.
5. Provides advocacy and support as needed to remove barriers, preventing families from receiving services or entitlements as needed. Identifies trends in barriers experienced by families when seeking care and provides data to internal team members.
6. Maintains reports, provide necessary documents and data by deadlines and upon request.
7. Assists in meeting population health goals by linking families and communities to essential resources.
8. May research and classify community resources that will be of value to families and maintains a community resource database.
9. May represents CHCO in local, state, regional efforts related to community health and community resource needs.
10. By position may perform lead duties for other CHL team members which includes, but is not limited to, training, and managing the flow of day-to-day operations

**SCOPE AND LEVEL**

***Guidelines:*** Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

***Complexity:*** Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

***Decision Making:*** Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Brings non-routine issues to supervisor. Problems that are not covered by guidelines or that are without precedent are taken up with the supervisor.

***Communications:*** Contacts with team members, clients or the public where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Supervision Received****:*  Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

**MINIMUM QUALIFICATIONS**

***EDUCATION* –** High School Diploma or equivalent.

**EXPERIENCE** - Three years’ experience assisting patients and families or other related healthcare/community experience. Knowledge of State social service agencies and community resources. Experience working with Young Adults and Children.

***EQUIVALENCY* –** An Associate degree, in a related field, may substitute for the experience requirements on a year for year basis.

***CERTIFICATION(S)* –** Community Health Worker Certificate or Patient Navigator Training Certificate.

***LICENSURE –***

**PHYSICAL REQUIREMENTS**

Audio-Visual: Color Discrimination: Fair

Audio-Visual: Depth Perception: Fair

Audio-Visual: Far Vision: Fair

Audio-Visual: Hearing: Fair

Audio-Visual: Near Vision: Good

Weight Lifted/Force Exerted: Up to 10 pounds: Up to 1/3 of the time

**WORK ENVIRONMENT**

Mental and Emotional Requirements: Manages stress appropriately.

Mental and Emotional Requirements: Works with others effectively.

Mental Stress: multi-tasking, meeting deadlines, prioritizing.