

PATIENT NAVIGATOR
Position Description

Department:	Medical
Job Code:	
Pay Range:	
Hours/Week:	40 hours
Position Type:	Full-Time (1 year Temporary)

Reports To (Title):	Nurse Manager
Classification:	Non-Exempt
Effective Date:	May 19, 2022
Revised Date:	

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Canoncito Band of Navajos Health Center Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver’s license.
- Comply with all CBNHC policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The primary role of the colorectal health patient navigator is to provide education and support to adults age 45-75 to strengthen colorectal cancer screening uptake in the community. This is a temporary full-time position.

ESSENTIAL DUTIES, FUNCTIONS AND RESPONSIBILITIES

- Attend trainings to build skills and knowledge about colorectal health and patient navigation.
- Provide one-on-one and group education to the community about colorectal health and colorectal cancer screening.
- Effectively communicate the procedures and benefits of colorectal cancer screening.
- Provide telephone, home visit, and/or in-clinic reminders to community members that are due for colorectal cancer screening and/or receive a colorectal health screening kit or colonoscopy appointment.
- Establish trusting relationships with patients while providing general support and encouragement.
- Assess patient barriers to screening and develop plans to overcome challenges.
- Motivate patients to complete their colorectal health screening and any necessary follow-up appointments.
- Assist patients with securing related resources to facilitate screening uptake- insurance enrollment, transportation, interpretation, etc.
- Coordinate participant visits to I H S, Tribal health clinics, or other referral health care facilities that provide colonoscopy services.
- Follow up with participants to remind them about appointments.
- Provide patient navigation services to patient’s diagnosed with colorectal cancer to facilitate completion of diagnostics and treatment services.
- Collect and manage patient encounter data.
- Participate in community health fairs and related events.
- Routinely collaborate with other staff in the health center and community health programs.
- Participate in colorectal health project team meetings.
- Protect and maintain participant confidentiality.
- Build and maintain positive working relationships with project partners at the Albuquerque Area Southwest Tribal Epidemiology Center and Un AASTEC and UNMCCC.
- Performs other duties as assigned.

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MINIMUM MANDATORY QUALIFICATIONS

Experience

- Six (6) months to one (1) year experience
- Successful prior experience working with tribal communities

Education

- High School Diploma

Mandatory Knowledge, Skills, Abilities and Other Qualifications

- Must be able to carry out the essential duties, functions and responsibilities as detailed.
- Organized and able to work independently.
- In-depth knowledge of health and safety guidelines and willingness to follow them at all times.
- A team player with excellent communication and interpersonal skills.
- Must be responsible, compassionate and personable.
- Outstanding organizational and multi-tasking skills.
- Patient with excellent problem-solving skills.
- Must display professional conduct in all business dealings.
- Willing to travel frequently within the community.
- Overnight travel outside of the area may occasionally be required for training purposes.
- Must have reliable transportation.
- Must have a valid/current driver's license and auto insurance
- Knowledge of Microsoft Office and computer use.
- Clean background check and clean drug screen.
- Ability to perform other duties as assigned.

PREFERRED QUALIFICATIONS

- Bilingual skills in English and the Navajo language.
- Knowledge of medical terminology preferred.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Taking and hearing are essential to communicate with patients, vendors and staff.

Mental Demands

There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

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OTHER

- All employees must uphold all principles of confidentiality, HIPAA and patients care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.
- Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualification required of employees assigned to this position. Employees will be asked to perform other duties as needed.

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Berlin Rodriguez at (505) 908-2307 ext. 119

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.