

Bilingual Registration Navigator

Health Brigade (HB), formerly Fan Free Clinic, is seeking a full-time Bilingual Registration Navigator to work in an integrated health care setting. The Bilingual Registration Navigator is responsible for navigating Health Brigade patients through the registration process and healthcare system. This includes patient education, ongoing navigation, and working with outside agencies to coordinate patient care.

Education and experience:

- Has experience working in human service field and/or healthcare
- HS Diploma or GED

Skills and Abilities

- Willingness to work with a diverse client/patient population, including people of color, individuals for whom English is not their first language, individuals who identify as LGBTQ+, individuals living with chronic illness, etc.
- Excellent written and verbal communication skills.
- Strong organizational skills and detail oriented.
- An ability to work effectively with a multidisciplinary team.
- Bilingual in English/Spanish is required.
- Candidates must demonstrate exceptional computer skills and proficiency in Microsoft Office products are required. Will have to perform calculations and be highly attentive to details.

Primary Responsibilities

Navigation

- Assist eligible patients in applying for services by helping them complete the clinic registration process and successfully access care.
- Familiarize patients with the services available through Health Brigade.
- Follow up on incomplete applications.
- Follow up and maintain "Active" status of existing applications.
- Assist patients with transitioning between Medicaid and Safety Net services.
- Assist patients with linkage to services and community resources as needed.
- Coordinate Registration Volunteer schedules and tasks.
- Assist with pharmacy calls on a weekly basis.

Access Now Specialty Care Referrals

- Assist with referral tracking including reminders to patients to complete application and schedule appointment.

Cross Train for Medicaid Navigator and Front Desk

Employees must be able to work collaboratively with a variety of staff within the organization. HB expects individuals to have a strong work ethic and commitment to our mission and values. Successful candidates must possess skills that support and enable sound decision making, strong personal and professional boundaries, good judgement, and discretion.

COMPENSATION

Compensation - start \$18.00/hr based on experience. Full benefit package with paid vacation and holidays

TO APPLY

1. Email resume, cover letter and a list of three professional references to: Polly Foster - pfoster@healthbrigade.org

Any resume sent without the accompanying cover letter or references will not be considered.

No phone calls please.

Application deadline: **May 24, 2024**

*Workplace health and safety are paramount at Health Brigade. Therefore, it is **mandatory for working or volunteering** at Health Brigade that you provide verification of the following prior to your first day at Health Brigade:*

- *Verification of last flu vaccine*
- *Verification of TB screening within the past 12 months*
- *Verification of COVID vaccine*

If you are offered a position as an employee, and you have not met the health requirements, a consult with Health Brigade's Medical Director will be required to develop a plan toward adherence. This may result in delay of your planned start date for service.

Health Brigade is an Equal Opportunity Employer. For more information go www.healthbrigade.org.