

Health Services Navigator Job Description

POSITION SUMMARY

The Health Services Navigator (HSN) coordinates Health Brigade's PrEP Program in collaboration with the PrEP Clinical Team. This position requires the ability to build relationships with clients and patients of diverse backgrounds, culture, race, ethnicity, sexual orientation and gender identity. The HSN is responsible for service intakes, scheduling appointments, medication orders, data entry, retention and adherence counseling and all associated documentation and reporting in a timely and effective manner. The HSN will work closely with the Medication Coordinator and the Medical Social Worker to assist HB patients with navigating other services and systems of health, including Medicaid enrollment, care transitions and accessing other community services as needed.

PREP COORDINATION RESPONSIBILITIES:

1. Maintain strict confidentiality of all patient related information, HIPAA compliance
2. Conducts HB Registration including screening for other HB services
3. Schedules and links patients with the PrEP Clinical Coordinator for initial screening for PrEP eligibility, assessment, supporting document and chart review.
4. Schedules patients for medical visits, labs , and medication pick ups
5. Orders and tracks all PrEP medications monthly
6. Tracks service delivery and stats for billing and reporting
7. Generates monthly reports and invoices for internal and external use as required
8. Participates in all required meetings per program requirements

MEDICAID ENROLLMENT & NAVIGATION RESPONSIBILITIES

1. Maintains a working knowledge of current navigation best practices, concepts, and effective models for working with diverse populations
2. Conducts initial screenings for eligibility of services, Medicaid status, and navigation needs to access appropriate services.
3. Assist current and new patients with Medicaid enrollment and transitions to and from other health providers.
4. Follow up with patients who have transitioned from HB to another health provider to ensure continuity of care.
5. Generate reports and document all communication and encounters in electronic medical records
6. Assist Medication Coordinator and Medical Social Worker as needed.

MINIMUM REQUIREMENTS/PROFESSIONAL EXPERIENCE/SKILLS

1. A Bachelor's degree in Social Work, Public Health, another health-related field or an equivalent combination of education and experience, such as a certified Community Health Worker.
2. A minimum two years of experience providing direct services related to this position.
3. Experience working with marginalized populations.
4. Excellent organizational skills, including attention to detail, setting priorities, and good judgement
5. Excellent written and verbal communication skills
6. Collaborate well with staff and volunteers
7. Computer skills using Microsoft software applications (e.g. Word, Excel, Outlook, PowerPoint, social media apps).
8. Reliable access to transportation.

Please submit your resume and cover letter to Polly Foster pfoster@healthbrigade.org by Friday, February 1, 2019 at 5pm.

No phone calls, please.