



Title: SDoH Patient Navigator Department: Supervisor: Clinic Manager
Salary Range: TBD
FLSA: Non-Exempt

Summary:

The Social Determinants of Health (SDoH) Patient Navigator serves as a facilitator, in the Health Center, charged with linking patients to community resources and coordinating care for designated high-risk patient population with significant SDoH needs. Demonstrates knowledge of community and institutional resources and the ability to secure such resources to benefit health center patients. Works alongside the clinical team and office staff in PCMH model of care. Focus on identifying the complex needs of patients while assisting the practice to develop a process for managing its patient population.

Duties & Responsibilities:

1. Ability to learn about patients and their problems. Demonstrate ability to inspire confidence, and develop trust and positive rapport with patients.
2. Complete and interpret SDoH screening tools used by patients in clinical practice (e.g. PRAPARE). Connect with community-based organizations to develop and preserve a network of referral services related to Social Determinants of Health for patients.
3. Act as liaison/bridge between patient, clinic operations and clinical teams to serve identified SDoH needs.
4. Act as liaison/bridge between patient and community-based organizations to serve identified SDoH needs.
5. Meet with identified patients, explaining processes for accessing institutional and community resources to needed services.
6. Facilitate communication with outside organizations or providers to ensure proper linkages and continuity of care.
7. Analyze data collected from the SDoH screening tool(s) to help identify segments of the population with specialized needs or subject to systemic barriers leading to disparities in health outcome.
8. Run patient reports including panel assignments, as permitted, and review findings at regular team meetings.
9. Collect, analyze, and report patient SDoH experience feedback to determine trends, gaps and process improvement.
10. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.



VALLEY HEALTH TEAM

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11. Observe and practice all VHT Patient Experience Service Standards as outlined in “World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitor, or internal customers.
12. Practice CICARE phone etiquette during all phone interactions.
13. Serve and protect the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards. In addition to applicable regulations such as: OSHA, HIPAA, and CLIA.
14. Perform other related duties, which may be inclusive, but not listed in the job description.

Minimum Qualifications:

1. A minimum of 1 year in healthcare setting
2. High School Diploma or GED
3. Appreciation and understanding of community resources.
4. Willingness to connect with community-based organizations to develop and preserve a network of referral services related to Social Determinants of Health for patients.
5. Average to advanced computer and software skills (Microsoft Word, Excel, Outlook)
6. Current Basic Life Support card
7. Must have strong organization skills; ability to multi-task
8. Ability to work as team member and independently
9. Commitment to the concept of a team approach to healthcare delivery
10. Strong customer service skills (preferably within a service industry)
11. Ability to communicate effectively, both verbal and written
12. Strong data analysis skills
13. Fluent conversational English/Punjabi or English/Spanish is preferred but not required
14. Ability to be proactive and to take the initiative to provide a world class patient experience.
15. Must have own transportation, valid California Driver’s License and current proof of automobile insurance coverage

TYPICAL WORKING CONDITIONS: The office setting is a typical work environment. Occasionally work during early morning, evening, or weekend. Work will be in the VHT clinic settings, and sometimes may have to travel to various clinic sites. It may be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

Employee’s Signature

Date