



POSITION:	SDoH Patient Navigator
REPORTS TO:	Clinic Manager
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

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 AND 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. Meet with identified patients, explaining processes for accessing institutional and community resources to needed services.
5. Facilitate communication with outside organizations or providers to ensure proper linkages and continuity of care.
6. 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.
7. Run patient reports including panel assignments, as permitted, and review findings at regular team meetings.
8. Collect, analyze, and report patient SDoH experience feedback to determine trends, gaps and process improvement.
9. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
10. 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.
11. Practice CICARE phone etiquette during all phone interactions.
12. 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.
13. 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

CEO approval:

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 normal work environment. Occasionally work during early morning, evening or weekend. 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.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date