

# Patient Navigator

- **FLSA Status:** Full-time, Non-Exempt
- **Compensation:** \$20.00 per hour
- **Post Date:** January 11, 2023
- **Application Deadline:** January 27, 2023

Under the direction of the Project Manager, the Patient Navigator is responsible for assisting patients in Sacramento hospital emergency departments, to navigate and access community services and social supportive resources, including scheduling of appointments and coordinating the referral process between Sacramento-area hospitals and community health centers/primary care clinics, and social supportive resources. The process involves a high level of interaction with hospital staff, patients, community health providers and partners to determine optimal care needs and settings, make referral appointments, and transfer relevant patient health data via a secure web-based system, as well as necessary follow-up to ensure continuity of care.

The priority goal for a Patient Navigator is to find healthcare homes for uninsured and underinsured patients, where they can receive appropriate levels of care with the desired outcome being improved health for designated patient populations.

## About Sacramento Covered

Sacramento Covered is a nonprofit with a mission of improving the overall health and wellbeing of Sacramento area residents by connecting individuals and families to health coverage, primary and preventative care, behavioral health services, and other health-related resources. We value our team members for the essential work they do in our community year-round. Because of this, we prioritize offering competitive pay, robust benefits, and maintaining a diverse and inclusive work environment that is purpose-driven and outcomes-focused!

### Healthcare Benefits

**We provide:**

- 100% of our employees' medical, dental, and vision plans
- 100% of employee dependents' medical plans
- Employee life Insurance coverage equal to 100% of annual salary
- A pre-tax Flexible Spending Accounts (FSA) for healthcare and dependent care expenses



### Wellness Program & Paid Time Off

**Each year, we provide:**

- 40 hours of vacation and 40 hours of sick time
- 2 paid Wellness Days
- 13 paid holidays
- Employee appreciation events, professional development training, and retreats
- Access to an Employee Assistance Program (EAP) to help employees navigate work-related and personal issues



### Financial & Retirement

**We offer:**

- A 403(b) Retirement plan with immediate employer match up to 4%
- An opportunity for yearly bonus
- An Employee Referral Program (\$250 when you refer each future team member)



### Other Benefits

**We also offer:**

- An Employee Perks Program with discounts on amusement parks, travel, concerts, and more
- Mileage and tech reimbursement for eligible positions
- Clinical supervision hours provided by Licensed Clinical Social Worker (LCSW) staff for eligible team members
- Sacramento Covered-branded swag (shirts, hat, jackets, and more)
- Modern collaborative work space\*  
\*most positions



## Job Duties

Patient Navigators will be expected to:

- Make face-to-face connections and build rapport with patients in various clinical settings including but not limited to hospitals, hospital emergency departments and clinics.
- Serve as liaison between patients and providers to find appropriate care centers and connect with providers.
- Screen for eligibility and schedule appointments for individuals to apply for available health coverage, nutrition programs and other community resources.
- Make follow-up calls and monitor progress of patients to ensure positive outcomes, including on successful referrals and reduction in hospital readmission for primary care.
- Refer individuals to other health-related programs as needed.
- Maintain and grow database of participating community health care providers.
- Enters patients' data by inputting alphabetic and numeric information on keyboard according to data collection platform(s) including but not limited to excel spreadsheets, Access Database and SharePoint.
- Maintains patients' confidence and protect program by keeping information confidential.
- Educate and link patients to primary care physicians within their selected health plans.
- Other duties as assigned.

## Requirements

- **Educational Attainment:** High School diploma or GED required. Completion of an Associate Arts Degree is preferred with an emphasis in social services, psychology or any health related field.
- **Employment Experience:** At least two years' experience is preferred in a health care, social service setting including any experience conducting community outreach, case management, interpreting or client-focused services.
- **All newly hired employees are required to be fully vaccinated against COVID-19 prior to the first day of employment.**
- **Adhere to hospital policies as applicable, including but not limited to completion of a background check, drug test and physical.**

### Qualifications, Knowledge, Abilities

- Awareness of socio-cultural characteristics of populations served by Sacramento Covered, including but not limited to underserved, underinsured, mixed immigration households, and re-entry populations.
- Cultural awareness and competency skills.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly.
- Bilingual in English and needed language (Typically: Spanish, Russian, Ukrainian and Hmong), desired but not required.

- Must be able to work flexible hours (morning, afternoon and or evening shifts including weekends as needed).
- Must have reliable transportation and be able to travel within the County.
- Must have a valid driver's license and pass a background/fingerprint check.
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Ability to work as a team member including in co-location settings such as clinics, hospitals, near jail, and community sites with clinicians and professionals.
- Provide information in a manner that is culturally and linguistically appropriate to the needs of the client. Serve as a resource for clients, other navigators and clinical staff.
- Working knowledge of Microsoft Office applications preferred.
- Problem solving, decision making and critical thinking skills required.
- Excellent organizational skills with the ability to prioritize assignments and enter quality data.

### **Desired Knowledge**

- Successful candidates will have a strong knowledge of community resources in Sacramento and be familiar with community based health care delivery. Familiarity and working knowledge of Medi-Cal, CalFresh, and other public programs is preferred but not required. Completion of Certified Enrollment Counselor training and/or experience in providing application assistance for Medi-Cal and other public benefit programs is desired.

### **Physical Activities and Demands:**

- Physically able to walk, stand, stoop and lift, good manual dexterity, visual and auditory acuity.
- Repeating motions that include the wrists, hands and/or fingers. (e.g., typing)
- Occasionally lift and/or move objects up to 15 pounds.

### **Environmental Conditions:**

Frequent noises and interruptions in Sacramento hospital emergency departments. Normal to cold temperatures in hospitals.

**To apply for this position:** *Please submit a resume and cover letter.* Your resume will not be considered if a cover letter is not included.

For more information about Sacramento Covered, please visit [www.SacramentoCovered.org](http://www.SacramentoCovered.org).