

Project Coordinator (Health + Patient Navigation)



- **FLSA Status:** Full-time, Non-Exempt
- **Compensation:** \$22.00 - \$26.00 per hour
- **Reports to:** Director of Programs
- **Post Date:** January 11, 2023
- **Application deadline:** January 27, 2023

The Project Coordinator will provide support to Project Managers for the Health Navigation and Patient Navigation programs. This position is unique in that it is largely administrative but also involves client-level knowledge.

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:

- 120 hours of vacation and 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

The Project Coordinator will be expected to:

- Provide daily support to Project Managers (PMs) in the following programs including but not limited to:
 - Health Navigation: audit client information and authorization forms assure compliance with contract requirements. Assist with quality assurance of referrals and services to clients for health coverage enrollment and retention, and access utilization, and education of health care services. Assist with outreach efforts, such as keeping inventory of equipment and incentive items; adding leads into Salesforce, etc.
 - Patient Navigation: audit client information and patient consent forms to assure compliance with contract requirements. Assist with quality assurance of internal referrals and services to clients for accessing, utilizing, and education of health care services.
- Participate/cover project and team huddles as needed.
- Master electronic records systems including but not limited to: Salesforce, AEVS and Availity.
- Master resource and referral systems including but not limited to: Aunt Bertha and Unite Us.
- Support PMs in training and onboarding of new hires in both programs.
- Support PMs with quality assurance of client information and documentation of services.
- Support the PMs with tracking and monitoring of grant goals by periodically producing and extracting data reports in collaboration with the data team.
- Develop external materials for clients, and collaborate with key partners, such as health plans, clinics, and LSNC to vet these materials.
- Assist Health & Patient Navigation program management team (PMs & Director) in future program development including but not limited to Sacramento Collaborative Vaccine Ambassador and Resource Coordination, re-entry programs, and CaAIM/ECM.
- Support the teams with research for best practices, such as new areas of service or assessment tools. Develop internal operations documents, including workflows and process guidelines for the team, and collaborate with the data team.
- Provide overall administrative support to management including managing calendars.
- Keep files and data organized, accurate and current.
- Maintain a clean and organized work area and complete cleaning and operational items as assigned.
- Assists with project communication and documentation regarding projects.
- Regular, predictable attendance is required.
- Other Administrative related duties as assigned.

Requirements

- **Educational Attainment:** Associate's degree (A.A.) or equivalent from two-year college or technical school with an emphasis in accounting, health, social services or other related field; or

- **Employment Experience:** 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. (A combination of education and employment experience also considered.)
- **All newly hired employees are required to be fully vaccinated against COVID-19 prior to the first day of employment.**

Qualifications, Knowledge, Abilities

- Passion and commitment to serving others, especially the most vulnerable within our local communities.
- Ability to work independently and use critical thinking skills and problem solving approach.
- Strong phone and communication skills.
- Awareness of socio-cultural characteristics of population served by Sacramento Covered.
- Cultural awareness and competency skills.
- Exceptional ability to connect and engage with people.
- Knowledge and comfort with technology. Working knowledge of Microsoft Office applications preferred.
- Problem solving, decision making and critical thinking skills required.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English clearly.
- Detail oriented, organized and possess time management skills.
- Must be able to work flexible hours (early morning, afternoon and or evening shifts including weekends as needed).
- Strong interpersonal skills with a demonstrated ability to work independently on individual and assigned tasks while exhibiting good judgment.
- Must have reliable transportation and be able to travel within the County regularly.
- Must have a valid driver's license and pass a background/fingerprint check.

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.
- Assessing the accuracy, neatness and thoroughness of work assigned.

Environmental Conditions:

Normal temperatures in an open office environment. Quiet office environment with occasional noises and interruptions. Open office layout with enclosed office spaces.

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.