

Care Navigator

Job Description

Education Required:	High School diploma or GED
Licenses or Certificates:	N/A
Experience Preferred:	Minimum 2 years in an office, health service or public service setting
Other Knowledge, skills:	Clinical knowledge and/or skills: managerial skills; attention to detail; good interpersonal communication skills; and, good computer skills
Reports to:	Executive Director

A. Patient Relations

- Reinforces and clearly communicates program requirements and appropriate service utilization with enrollees.
- Provides follow-up and reminder activities to ensure enrollee compliance with program requirements and appropriate service utilization.
- Assists with arranging referrals to providers, specialists, and other community resources, as needed.
- Guards confidentiality of patient information and records.
- Accords respect and empathy to each enrollee

B. Provider/Practice Relations

- Acts as a resource for the Network's program.
- Reinforces the health care home concept.
- Develops and maintains relationships with various primary care provider, specialty and community partners as needed.

C. Operations

- Identifies inappropriate users of the health care system.
- Communicates routinely with enrollees to ensure appropriate use of medical services and to support the RN Case Manager by helping enrollees better understand and manage their condition.
- Performs data entry into various systems (e.g. CMIS, EMR, PMG, etc.) to accurately track tasks performed and contacts made.
- Provides routine reports to the Executive Director and other needed staff to monitor and evaluate program activities.
- Prioritizes tasks and organizes time to meet priorities in a timely manner.
- Initiates activities without prompting from the Executive Director.
- Administers the Medication Voucher program in accordance to guidelines.

D. Staff Relations

- Works with all NETWORK staff to insure the fulfillment of grant and program requirements.

- Supports the activities of the NETWORK RN Case Manager and outreach program to encourage the appropriate utilization of services and improvement of health outcomes.
- Performs other duties as directed by the NETWORK Executive Director.

E. Administrative Activities/Professional Development

- Prepare and submit reports, proposals, action plans, program goals and objectives as requested.
- Maintain proficiency with Windows, Microsoft Office, publishing products, and other databases to manage Network's activities.
- Participate in appropriate professional development training.
- Share information with other staff.
- Perform other duties as directed by the Executive Director

EMPLOYEE SIGNATURE: _____

Date: _____

Employee's signature on this document confirms receipt and understanding of this job description.