



Metro Community Health Center

Community Health Navigator-Clinical

POSITION SUMMARY

The Community Health Navigator will facilitate the mission of Metro Community Health Center to ensure the delivery of quality patient care and coordination of supportive/enabling services external of the health center. The Community Health Navigator (CHN) is an experienced health advocate who, under the direction of the Chief Operating Officer at Metro Community Health Center (MCHC) is responsible for outreach, engagement, education, and supportive counseling activities targeted to eligible populations as defined by the Wilkinsburg, Edgewood, Braddock, and Swissvale (WEBS) Program at MCHC. The CHN provides general health education and information, performs in-home health risk assessments, assists eligible families in accessing health care services, and links families to health care providers and enabling services. Training will be provided by Metro Community Health Center and outside organizations as appropriate.

ESSENTIAL FUNCTIONS

- Support the goals and objectives of MCHC's WEBS program by complying with all required documentation, reporting, and implementation protocols
- Administer baseline and follow-up health-related quality of life questionnaires
- Communicate with MCHC's care coordinators, other care team patients, and providers as necessary
- Refer to MCHC care coordinators for ongoing care management and coordination outside of the CHW scope of practice
- Maintain patient confidentiality and follows security protocols at all times
- Help individuals to understand benefits of choosing healthy lifestyle habits, provides behavioral change support, and assists with goal setting and action planning
- Serve as a health advocate who actively engages individuals to reduce targeted gaps in care
- Educate patients about how to use the healthcare system and the importance of establishing a medical home
- Educate/Inform the health and social service systems about community needs and perspectives
- Serve as a resource, linking eligible patients to resources and services available in the community including but not limited to transportation and social support groups
- Promote patient medication and treatment adherence through assessing patients' readiness to make changes
- Support care coordinators/primary care team in monitoring and evaluating patients' needs, including prevention, and behavioral health treatment; care transitions; and social and community service needs
- Deliver health information using culturally appropriate concepts
- Attend staff and other supervisory meetings
- Document all program related activities in the designated system/database
- Use problem-solving skills to serve the health center's patient population

- Use computers for accessing electronic health records for data retrieval, data entry, charting updates, etc.
- Effectively communicate using excellent verbal, non-verbal, and written communication skills
- Regular attendance in accordance with schedule
- HIPAA Compliance
- Ensure all tasks provided and associated with patient care, patient administrative processes, and related duties comply with all regulatory and accreditation standards, as well as policies and procedures
- Ensure that regulatory (HRSA, VFC, OSHA, CLIA) Standards are maintained according to policies and procedure
- Perform miscellaneous job-related duties as assigned

QUALIFICATIONS

To perform this job successfully, individual must have experience working at the community level and have strong knowledge of the social determinants of health. Individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience

High School Diploma or its equivalent

Language Skills

Written and oral fluency in English required

Teamwork

Ability to create and maintain effective, collaborative, working relationships with peers, colleagues, management, and community partners in meeting the goals and objectives of the organization and the project.

Reasoning Ability

Independent judgment concerning day to day work tasks (i.e. prioritization of tasks, managing work schedule, consistent and timely follow through and follow-up).
Must possess sound decision making and problem-solving abilities.

Computer Skills

Microsoft Office software basic skills

Certificates, Licenses, Registrations

None Required

REQUIREMENTS

Credentials

- At least eighteen (18) years of age
- Criminal clearances (Act 33 and 34 clearances, specific State and child clearances)
- Valid driver's license
- Must be able and willing to work flexible hours, when needed
- Must have reliable and consistent transportation

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit; use hands to manipulate objects, tools or controls; reach with hands and arms; and talk and hear. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. Other physical demands required for this position include the following:

- Sit for prolonged periods of time
- Accompany individuals to health appointments, as requested and when possible
- Stand and/or talk for prolonged periods during formal presentations/trainings/meetings
- Ability to work flexible hours with occasional holiday and weekend work may be required

Work Environment

- Able to work in a team environment
- Must travel to the homes and some external appointments (when appropriate) of program participants
- May be required to share workspace with other staff