



JOB POSTING

Patient Navigator

The Center for Well-Being is a small, high-impact non-profit that helps individuals and families live healthier lives through nutrition, health education and systems change. This is a great opportunity to join a dedicated group of individuals in a highly collaborative team environment.

Position Summary

The Patient Navigator works with the Center for Well-Being team to improve health and support community-clinical linkages for residents with limited access to care. The Patient Navigator will act as a guide for primarily Partnership Health Plan (PHP) patients to access care, increasing retention in multi-session group behavior change classes. By developing a trusted professional relationship with patients, the Patient Navigator will assist patients in setting and meeting self-management goals while linking patients to community resources to improve health outcomes.

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties.

Duties and Responsibilities

- Provide direct health education and support to facilitate behavior change through motivational interviewing, brief intervention and other evidence-based strategies.
- Collaborate with the Operations Team to manage a patient caseload to increase class retention and support goal setting.
- Provide brief, one-on-one, health education to patients during weekly check-ins.
- Coordinate, prepare and distribute weekly healthy food boxes for CWB classes as assigned.
- Determine barriers to class attendance and distribute incentives including transportation vouchers, etc.
- Link patients to appropriate community support resources to improve their health outcomes including healthy food, transportation, open spaces to be physically active, etc.
- Provide support and follow up on patient's self-management goals.
- Link patients to other CWB classes.
- Document patient interactions within electronic health record system and track outcomes.
- Analyze the data to determine outcome of patient navigation on PHP member retention.
- Meet regularly with core team members to review outreach strategies.
- Facilitate group health promotion classes using evidence-based curriculum.



- Read nutritional labels on food products and prepare healthy food boxes for health education classes.
- Data entry to support quality oversight.
- Other duties as assigned.

Qualifications

- **Bilingual English and Spanish (speak, read and write fluently).**
- Experience with health coaching and facilitating healthy lifestyle changes.
- Excellent communication skills with patients and CWB staff, including discussing sensitive health issues with clients.
- Able to demonstrate cultural competence in working with diverse populations.
- Experience with community outreach and offering health education presentations to a variety of ages and populations.
- Organized and able to implement projects according to a fixed timeline.
- Excellent computer skills in Microsoft Office suite (Outlook, Word, and Excel).
- Able to prepare clear, concise and complete reports and other written correspondence.
- Ability to work cohesively across a multi-disciplinary team.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Certified or experienced as a Community Health Promoter/ Promotor(a) de Salud, especially in the field of nutrition and/or health (for example, completed the CHOW program at Santa Rosa Junior College, or at least 6 months experience as a Community Health Promoter or Outreach Worker); Certified Health Education Specialist (CHES) highly desired.

Compensation

Depends on experience; includes competitive benefits package.

To Apply

Submit a resume and cover letter to info@nccwb.org. You will be required to complete an employment application prior to your first interview. www.norcalwellbeing.org