



## **JOB DESCRIPTION – PATIENT NAVIGATOR**

Haven Health Clinics (Haven Health or Haven) is a 501(c)3 nonprofit that was founded in 1968. The mission of Haven is to provide access to quality medical care, reproductive health services, and education for women and men throughout the region regardless of their ability to pay.

Haven Health Clinics | 1 Medical Drive, Amarillo, TX 79106  
806.322.3599 | [www.havenhealthamarillo.com](http://www.havenhealthamarillo.com)

### **POSITION DESCRIPTION / QUALIFICATIONS**

The Patient Navigator is responsible for facilitating and expediting access to preventative and primary health programs in which Haven Health Clinics participates (i.e. Medicaid; Healthy Texas Women (HTW); Family Planning Program (FPPP); Primary Health Care (PHC); and Breast and Cervical Cancer Services (BCCS)). The Patient Navigator should be bilingual (read, write, speak) in Spanish/English; have the ability to clearly communicate verbally and in writing; be computer literate; and have knowledge of the targeted community. The Patient Navigator must have reliable transportation and proof of current automobile insurance

Strong interpersonal and communication skills; Office/clerical skills a plus. Certified Health Education Specialist (CHES), Community Health Worker (CHW), or Promotora preferred.

**CLASSIFICATION:** Non-exempt – Full-time – grant funded (estimated time line - September 1, 2025-August 31, 2030.)

**REPORTS TO:** Chief Executive Officer

**WORK HOURS:** Generally, between 8:00 a.m. to 5:00 p.m. M-F. with some flexibility. Must be available weekends and evenings with little advance notice.

### **KEY DUTIES:**

- Communicates effectively and culturally to educate patients on reproductive health issues and primary care health issues.
- Organize and conduct reproductive health and primary care education and outreach activities.
- Arranges initial appointments and follow-up appointments.
- Plans and conducts community-based education, outreach, and networking.
- Conducts one-on-one interviews with clients in targeted local clinics and counties.
- Must be knowledgeable about the Breast and Cervical Cancer Services (BCCS), Family Planning (FP) and Healthy Texas Women (HTW) programs.
- Prepare monthly patient navigator reports

- Find new opportunities for health fair development.
- Register for events properly.
- Coordinate events with Chief Executive Officer in placing events on Outlook Calendar.
- Prepare properly for events using the checklist provided with particular attention paid to writing thank you notes.
- Attend events on time and follow instructions provided by event organizer.
- Ensure sign-in sheet has a minimum of 20 contacts per event.
- Enter sign in sheet data in Excel spreadsheet and save sign in sheets.
- Collaborate with entities in targeted towns to assist patient's access to services.
- Help patients overcome barriers (transportation, uninsured status, childcare) through local partnerships and/or financial assistance.
- Goal to create at least five (5) new partnerships in each targeted town.
- Goal to assist at least fifty (50) new individuals per targeted town to complete screening, management, treatment or diagnostic appointments.
- Update spreadsheet with appointments made by the patients.
- Develop Family Planning Annual Report (FPAR) data based on the sign in sheet.
- Input FPAR information into CureMD within three (3) business days.
- Update educational program spreadsheet.
- Attend community meetings with brochures of the clinic.
- Remain open and non-judgmental towards patients in accordance with Culturally and Linguistically Appropriate Services (CLAS) standards.
  - <https://thinkculturalhealth.hhs.gov/clas/standards>
- Seeks opportunities to include the clinic (finding new opportunities for events).
- Regular and punctual attendance.
- Goals are to improve health outcomes, assist patients in managing chronic disease and assist in reducing healthcare costs.
- Perform other duties as assigned.

### ***Physical Activity Requirements:***

#### **Constant** (67-100% of workday):

- Reaching: Extending hand(s) and arm(s) in any direction.
- Sitting: Remaining in a stationary sitting position for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks.
- Alternate Sitting or Standing at Will: Having the flexibility to alternate between sitting and standing as needed.
- Speaking: Expressing or exchanging ideas by means of the spoken word to impart oral information to patients and to convey detailed spoken instructions to other employees accurately or quickly.

- Hearing: The ability to hear, understand, and distinguish speech and/or other sounds (in person or via telephone).

**Frequent** (34-66% of workday):

- Near Visual Activity: Clarity of vision at approximately 20 inches or less including use of computers.
- Far Visual Activity: Clarity of vision at 20 feet or more to see a person and/or object and the ability to recognize features as well.
- Peripheral vision: Observing an area that can be seen up and down or to the right or left when eyes are fixed on a given point.
- Keyboarding: Entering text or data into a computer by means of a traditional keyboard which is used as the primary input device on a computer.
- Standing: Remaining on one's feet in an upright position without moving about.
- Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.
- Pulling: Using upper extremities to exert force to draw, drag, haul, or tug objects in a sustained motion.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
- Repeating motions that may include the wrists, hands, or fingers.
- Fingering: Picking, pinching, typing, or otherwise working primarily with fingers rather than the whole hand or arm as in handling.
- Gross manipulation: Seizing, holding, grasping, turning, or otherwise working with the hands. Fingers are involved only to the extent that they are an extension of the hand to hold or operate a tool such as a syringe. Steadily holding medical devices for several minutes at a time.

**Occasional** (33% or less of workday):

- Working in a moderately noisy environment.
- Heavy work: Lift up to 25 pounds to move objects. Set up table and canopy. Move and pack a variety of objects into different containers. Physically walk and carry heavy objects.