



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
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POSITION DESCRIPTION: 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 (FPP); Primary Health Care (PHC); and Breast and Cervical Cancer Services (BCCS)). The Patient Navigator should have knowledge of the targeted community as they will participate in outreach and education events and build relationships with organizations and individuals.

QUALIFICATIONS: The Patient Navigator should be bilingual (read, write, speak) in Spanish/English; have the ability to clearly communicate verbally and in writing; and be computer literate. The Patient Navigator must have reliable transportation and proof of current automobile insurance. Strong interpersonal; communication; and 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 timeline - September 1, 2025-August 31, 2030.)

WORK HOURS: Generally, between 8:00 a.m. to 5:00 p.m. Monday through Friday with some flexibility. Must be available weekends and evenings with little advance notice.

REPORTS TO: Director of Outreach and Education

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 Program (FPP) 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 supervisor and place 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 set-up instructions provided by event organizer.
- Enter sign in sheet data in Excel spreadsheet
- 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.
- Create new partnerships in each targeted town and/or county.
- Assist individuals to complete screening, management, treatment, or diagnostic appointments.
- Collect data, maintain records, and submit reports as required.
- Attend community meetings with brochures of the clinic.
- Ability to remain open and non-judgmental towards colleagues and patients in accordance with Culturally and Linguistically Appropriate Services (CLAS) standards.
 - <https://thinkculturalhealth.hhs.gov/clas/standards>
- Seeks opportunities to include the clinic (e.g. 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 all 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 Acuity: clarity of vision at approximately 20 inches or less including use of computers.
- Far Visual Acuity: 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 what is seen on the side by the eye when looking straight ahead.
- 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.
- Repeating motions that may include the wrists, hands or fingers.
- 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.
- Gross Manipulation: Seizing, holding, grasping, turning or otherwise working with the hands.
- Picking, pinching, typing, or otherwise working, primarily with fingers rather than the whole hand or arm.

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.

INTELLECTUAL AND EMOTIONAL REQUIREMENTS:

- Adaptability to accept responsibility for the direction, control, or planning of an activity.
- Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
- Adaptability to influence people in their opinions, attitudes, or judgments about ideas or things.
- Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
- Adaptability to making generalizations, evaluations or decisions based on measurable or verifiable criteria.

- Adaptability to deal with people beyond giving and receiving instructions.
- Adaptability to perform under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are make-or-break aspects of the job.
- Adaptability to situations requiring the precise attainment of set limits, tolerance, or standards.
- Adaptability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

Position held by (Printed Name): _____

Signature: _____ Date: _____