SUMMARY: **Patient Navigator**: When performing patient navigation services, this position will report directly to the Support Services Manager and will be under the supervision of the Support Services Manager, and is responsible for providing warm line support and navigation services for clients served by CRCMC. This position may require countywide travel. This position may require out of county travel for training purposes.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### Duties: (To include but not limited to…) Patient Navigator

1. Assess needs of clients of CRC and perform intake according to CRCMC policy on standardized forms.
2. Meet with clients in the most appropriate setting for client. This may require traveling to the client's home or hospital room.
3. Provide Consultation Planning services to clients as requested (assisting clients in making a list of questions for medical consultations)
4. Provide Consultation Recording and Summary services to clients as requested, accompanying client to medical appointments, audio-recording and summarizing the consultation.
5. Link clients with appropriate resources and appropriate referrals to outside agencies.
6. Conduct education and outreach activities.
7. Maintain client charts, both electronic and paper, with updates to be completed by the end of the employee’s workweek.
8. Prepare routine departmental correspondence to referring agencies and primary care providers in accordance with CRC policy.
9. Maintain files for department
10. Prepare monthly client reports in a timely fashion as directed by support services manager in CRC standardized format.
11. Maintain client files according to patient confidentiality standards as set forth in CRC policies.
12. Maintain personal knowledge base of available resources, both in-house and outside.
13. Maintain and increase knowledge base on cancer-related terms, common procedures and up-to-date treatment protocols.
14. All other duties or special projects as assigned.

**Qualifications and Knowledge:**

1. Support the Mission of the Cancer Resource Center of Mendocino County.
2. Minimum high school graduate.
3. Two years experience working in community outreach, community resource development, or casework participation.
4. Ability to organize and schedule communications, carry out independent field work, maintain accurate records, and participate in cooperative efforts with numerous agencies and programs.
5. Knowledge of computers and multiple programs.
6. Ability to communicate effectively and clearly. (Both written and oral communication). Spanish proficient preferred.
7. Ability to manage multiple projects to conclusion.
8. Ability to interact effectively with all levels of the organization.
9. Ability to work and act independently.
10. Ability to interact well with staff, Board members and the public.
11. Ability in planning, organizing and completion of projects.
12. Ability to perform detailed Internet searches for clients.
13. Ability to maintain confidentiality of CRCMC information to include protected health information.

Additional Qualifications:
1. Ability to maintain confidentiality of CRCMC information to include protected health information.
2. Ability to work as a member of team and to promote teamwork with other staff members.
3. Ability to work with clients in a compassionate, non-judgmental manner.

Physical Requirements
1. Ability to stand, bend, stoop, lift and carry
2. Ability to hear staff on the phone and those who are served in person, and speak clearly in order to communicate information to clients and staff.
3. Ability to have vision adequate to read memos, a computer screen, registration forms and other Center documents.

Citizenship:
1. Maintains work schedule
2. Rarely tardy, reports to work on time
3. Adheres to CRCMC Policies
4. Act in a professional manner while performing duties listed in this job description.
5. Maintains confidentiality of all patients and CRCMC information
6. Support the Mission of the CRCMC
7. Able to work well with patients, staff and community
8. Acts as a dependable team player
9. Attends meetings as required and/or requested

Work Environment:
1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

SUPERVISOR: Support Services Manager

24 hours per week. Days to be determined by Executive Director

POSITION: Part-time

I accept and can perform the essential functions of the position as outlined above with or without reasonable accommodations.

SIGNED: ___________________________ DATE: ___________________________