



RAVENSWOOD FAMILY HEALTH NETWORK JOB ANNOUNCEMENT

POSITION TITLE: Patient Navigator
FLSA Status: Regular, Non-Exempt
DEPARTMENT: Behavioral Health Services
REPORTS TO: Clinical Director of Integrated Behavioral Health Services
Behavioral Health Department Manager
WORKSITES: MayView Sites - Palo Alto, Mountain View and Sunnyvale

ORGANIZATION

Ravenswood Family Health Center's mission is to improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health.

POSITION SUMMARY

Whole Person Care (WPC) is premised on the recognition that the best way to care for people with complex health issues is to consider their full spectrum of needs—medical, behavioral and socioeconomic – in a coordinated and integrated way. Under the administrative direction of the Behavioral Health Department Manager and the clinical direction of the IBHS Clinical Director, the Patient Navigator for Whole Person Care creates a better experience of care by helping patients navigate multiple programs and systems in order to fully address their needs. The Patient Navigator is responsible for successfully enrolling vulnerable Medi-Cal beneficiaries who are high utilizers of multiple health care systems in the WPC program and implementing a care plan that is designed to address their physical health, behavioral health and social services needs.

DUTIES AND RESPONSIBILITIES

To be performed in accordance with RFHN Policies and Procedures

1. Enrolls individuals who would benefit most from WPC. Contacts patients on WPC county roster, schedules face-to-face enrollment appointment, provides information and answers questions. Ensures all required enrollment documentation is completed before the patient leaves the appointment.
2. Identify and contact patients who are candidates to benefit from being enrolled in WPC.
3. Maintain a Case Load of 30-40 Whole Person Care patients.
4. Develop and implement the care plan:
 - Educate and explain to the patient how to follow the care plan;
 - Consult with the patient's family members regarding what they need to do to assist in helping patient meet her/his goals;
 - Identify patient preferences, needs and any barriers to treatment plan implementation and goal attainment;
 - Engage the patient and family through regular follow up to evaluate progress meeting goals;
 - Reviews the patient's progress toward goals on regular basis and alters the plan as necessary.
5. Documents all phone calls, face-to face meetings, visits in EHR; scans emails, faxes, forms and reports and status of plans and goals into the patient record in a timely manner; documents external referrals made by phone and fax and ensures all referrals are complete.
6. Connects patients with resources such as health insurance, food, housing, legal, education, domestic violence resources and any other resources that can be useful to the patients.
7. Maintains directory of referral resources that is complete and current.

8. Consults with providers, LCSWs and participates in case conferences to assess the patient's mental and physical status and health.
9. Establish program policies, procedures and standard work guidelines
10. Attends, participates and reports status of program activities at WPC meetings and other meetings, as requested by supervisor.
11. Performs other related duties as assigned by supervisor.

QUALIFICATIONS

1. High school diploma, GED certificate required; Associate degree (A.A.) preferred.
2. One-year experience working in a healthcare or social services setting providing mental health outreach services, preferred.
3. Excellent interpersonal, oral and written communication skills.
4. Strong organizational, problem-solving and analytical skills; able to manage competing priorities and workflow.
5. Proficient in data entry and computer software; Experience with NextGen software a plus.
6. Bilingual, proficient in Spanish preferred.
7. Able to travel to all clinic locations and work flexible hours that may include evenings and occasional weekends.
8. California Drivers' license and automobile insurance required.
Basic Life Support (BLS) certificate.

Qualified applicants, please submit a current CV and cover letter to resumes@ravenswoodfhc.org.