



POSITION DESCRIPTION

GENERAL ACCOUNTABILITY

The Patient Navigator position will work in collaboration with all members of the VIDCOE's health care team to develop care initiatives for patients. The Patient Navigator will assess and identify community resources and serves as patient advocate and will be responsible to explain treatments, review forms, explain test results and answer any questions the patient may have.

SPECIFIC ACCOUNTABILITIES

- Initiate, build and maintain relationships with patients in the clinic, offering support and guidance in medical and non-medical supportive services that are available in our program and in the community.
- Provide navigation for identified endocrinology patients who are interested in whole person supportive care.
- Help facilitate scheduling patients' appointments and provide a warm hand-off to providers and program services.
- Work collaboratively with our internal supportive care team, with external supportive care providers to improve quality of life for all diabetic patients and their families.
- Inform and offer the supportive care services that are available.
- Assist the team with scheduling, logistics and promotion of available services to patients and families.
- Works with center diabetic patients and their caregivers to assist them in accessing the center resources
- Evaluates, develops, markets, and implements collaborative initiatives for patient population to promote supportive care programming.
- Collaborate with all other care providers to assist in the provision of quality, cost effective patient care.

OTHER DUTIES

Generally, the Patient Navigator is expected to make decisions and provide solutions to problems within authority delegated by management. Please note that this job description is not designed

to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Other duties, responsibilities and activities may be added or changed at any time with or without notice.

MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES

Qualifications:

- Bachelor's degree in a healthcare-related field is preferred.
- Board Certified Patient Advocate (BCPA) Certification, High School Diploma, and a minimum of two (2) years of work experience as a Patient Navigator or similar role.
- Bilingual (English/Spanish) ability preferred.

Knowledge:

- knowledge of the breadth and accessibility of community resources.
- Knowledge of community demographics and cultural aspects that impact health care in the Virgin Islands.
- Knowledge of the inner workings of the healthcare system.
- Must be a highly motivated.

Skills:

- Exceptional organizational and time management skills.
- Effective logic, reasoning, and critical thinking skills.
- Active listening skills.
- Strong presentation and negotiation skills.
- Good coordination skills and the ability to adjust one's actions in relation to others' actions.
- Excellent interpersonal interactions.
- Excellent Customer Service skills.
- Excellent communications skills, both writing and orally, to individuals and groups.

Abilities:

- Ability to communicate with referring physicians as needed regarding exercise, test results, and patient's clinical status.
- Ability to project a pleasant and professional image.
- Ability to demonstrate compassion and caring in dealing with others.
- Ability to prioritize and manage time effectively.
- Ability to work independently and collaboratively.
- Ability to work under pressure and manage strict deadlines.
- Ability to be creatively resourceful.
- Good decision making and judgment capabilities.
- Ability to remain composed under stressful and emotional situations.

- Ability to support a diverse population of patients.

WORK ENVIRONMENT AND WORKING CONDITIONS

The typical functions are carried out in a normal medical office environment. The position is primarily non-physical with intermittent periods of sitting or standing. There is some daily lifting required i.e.: files, filing boxes, trays, computer reports etc. Work environment is fast-paced and requires the ability to work under pressure. Work areas are enclosed air-conditioned office. Requires the ability to sometimes work with some interruptions.