



Patient Navigator Position Description

On behalf of Clackamas Volunteers in Medicine, we are pleased to invite you to join our team in the position of Patient Navigator. In this position, you will report to the Clinic Manager.

Patient Navigators are our patients' link to the resources available in the community. There are many factors that contribute to one's health and wellness that go beyond the primary care provided in the clinic. In your position, you will help patients access services that help them achieve food and housing security, affordable medications, and other important influences on patients' ability to be healthy and happy.

Description of Responsibilities:

- Meet with all new patients to assist them with the patient intake process here at CVIM and screen them for potential social determinants that are having an impact on the health of the patient.
- Takes lead on patient registration process
- Enroll and follow-up on specialty care, imaging, physical therapy, and dental referrals to ensure the patient has been scheduled and seen for the needed service.
 - o Serve as an advisor for the application process for specialty programs such as Project Access Now and ScreenWise.
- Maintain and track referral and result data logs with the clinic and partnering programs.
- Conduct drop-in appointments with patients who need assistance accessing community resources or want more information on what is available.
- Become a certified Oregon Health Plan (OHP) Assister and upon completion serve as an advisor through the application process to OHP for the patients.
- Participate in community outreach events to bring awareness of our services to the Clackamas community.
- Collaborate with other community organizations to gather information about what our patient groups need in terms of resources/access to.
- *If patient navigator is a Pre-Healthcare student, there are opportunities to be involved in the clinical setting with tasks such as scribing, interpreting, and lab assistance.*

Skills and Qualifications:

- Excellent communication skills
- Working knowledge of community resources in the Clackamas County
- Prior community health worker experience is preferred but not required
- Spanish language skills are strongly preferred

Salary/Benefits:

- \$20 per hour if bilingual
- 401K Plan

Diversity, Equity and Inclusion and Non-Discrimination Statement

At the heart of Clackamas Volunteers in Medicine (CVIM) is the *Culture of Caring* - a philosophy of care that treats each individual as a neighbor, with respect and dignity, and with recognition of the courage that is often required for those surviving on limited resources to simply make it through each day. We seek not only to provide compassionate health care to uninsured and low-income individuals, but also to begin healing some of the injuries and health disparities caused by bias, prejudice, inequitable treatment, poverty, discrimination and indifference. CVIM does not discriminate based on race, ethnicity, national origin or documentation status, sexual orientation, gender identity or expression, ability, religion or political philosophy.

Fundamentally, CVIM staff and volunteers are expected to interact with our patients as decent people who need our help, and to consistently respond in a way that maintains patients' dignity by making every effort to understand their individual situations with genuine curiosity and compassion. Furthermore, we are expected to afford these courtesies to each other and to the public as we carry out our work. This is the essence of our organization, and an absolute expectation of our workforce.

CVIM believes that the wide array of perspectives resulting from diversity or inclusion allows all organizations to be more effective. We are committed to promoting diversity, equity and inclusion within our own organization and to providing equal opportunity to all races, ethnicities, religions, genders, sexual orientations, abilities, or national origins in all levels of our staff and governance.

In the service of this commitment CVIM provides staff and volunteers opportunities for growth through equity trainings, and actively partners with culturally specific organizations to continuously improve our service to our patients and to diversify our staff, governance and volunteer workforce.