



KINERGY HEALTH LLC

Job Description: Healthcare Navigator

TITLE: Healthcare Navigator

REPORTS TO: Director Navigator Program

POSITION SUMMARY: The primary function of the Healthcare Navigator (HCN) is to provide coaching and health teaching services to patients and families; assisting patients in identifying goals and setting priorities to enable them to make the best health care decisions in their particular circumstances and in light of their need; assists patients and their identified families in making desired behavioral changes to promote positive health outcomes. In addition, to facilitate communication among patient, family and health care providers.

RESPONSIBILITIES:

- a. Communicate effectively with patients and families of all ages as well as health providers.
- b. Engage patients and families in ways that establish trust and rapport.
- c. Assist patient and advocate in setting up MyKinergy and utilizing it to maximum potential.
- d. Assist patients and families in creating and adhering to plans of care. Assist in identifying and resolving roadblocks to adherence.
- e. Function within HIPAA guidelines and those of participating institution.
- f. Identify and provide information on common health issues considering individual needs and concerns.
- g. Provide a non-judgmental attitude when working with patients.
- h. Support and guide patients in appropriate use of health care providers and community resources.
- i. Use principles of adult learning to educate patients and families about health, self-management and available services.
- j. Provide coaching and support for behavior change (self-management), including responding to questions and/or fears, offering multiple examples of desired changes and potential outcomes, and using appropriate and accessible formats for conveying health information. Conducts medication interviews as appropriate.
- k. Teach self-care management and advocacy skills to patients through motivational interviewing, role modeling and teach back.
- l. Prepare and submits daily/weekly productivity reports.
- m. Performs other duties as assigned.



QUALIFICATIONS:

1. Ability to communicate with patients of all ages, but particularly with older adults in an understanding, non-judgmental manner.
2. Ability to manage time and prioritize tasks.
3. Demonstrated knowledge and competence in the use of software applications: word processing, spreadsheet, presentation, email applications (Microsoft Office preferred)
4. Ability to work independently and collaboratively as needed.
5. Must pass background check

EDUCATION/EXPERIENCE REQUIRED:

1. Language Skills: Bilingual preferred
2. Excellent customer service skills – ability to understand and exceed customer expectations while demonstrating the highest standards of care, respect, and confidentiality
3. Basic computer skills
4. Bachelor's Degree in health education, biology or related field preferred. Life experience will be considered.
5. Must be able to maintain a good attendance record

WORK ENVIRONMENT:

This position will work under normal business office conditions. Work may be performed from home office, on site at participating agencies or at Kinergy headquarters.