

ASIAN PACIFIC DEVELOPMENT CENTER

JOB DESCRIPTION

Job Title:	Patient Navigator
Classification:	Contract
Reports To:	Health Care Coordinator/Clinic Director
Program/Dept.:	Integrated Care
Salary Range:	\$

I. PRIMARY PURPOSE AND FUNCTION

The Patient Navigator is responsible for assisting refugee & immigrant community members to access integrated care services received through APDC and MCPN's co-located clinic.

II. RESPONSIBILITIES

1. Receive ongoing training and support from Health Care Coordinator and Clinic Director. Help identify and address the needs of the refugee/immigrant community.
2. Reduce patient barriers to attending medical appointments by assisting with transportation, making reminder calls and encouraging regular medical care.
3. Provide accurate interpretation during medical appointments at MCPN's co-located primary care clinic.
4. Help patients navigate and maximize the U.S. healthcare system by following up on prescription medications and referrals to specialty care; educating patients on provider instructions and cultural differences in healthcare; monitoring patients for medication and treatment plan compliance.
5. Communicate accurate and up-to-date patient information to providers and staff to ensure optimal care. Advocate for patients and provide cultural education/training for providers.
6. Link patients to various community resources including social services, housing, citizenship, ESL classes, etc. Liaise directly between clients and their families and various systems professionals.
7. Help initiate and follow-up on referrals between APDC and MCPN.
8. Provide outreach/education to the refugee community by sharing information about APDC's full range of integrated care programs and services, with emphasis on behavioral health and primary care services. Provide information on how to access these services.

9. Assist with other case management and/or administrative tasks to support integrated care at APDC.

III. SKILLS/REQUIREMENTS

- Bilingual in English and Nepali ; medical terminology a plus
- Medical interpretation certification OR willingness/ability to become certified through APDC certification program
- At least one year of direct service provision in human services
- Firsthand cultural knowledge as a member/leader in refugee/immigrant community in Colorado
- Ability to build trusting relationships with community members and act as advocate for and liaison between refugees and a diverse network of providers
- Knowledge of healthcare system, screening, chronic illness, self-management, treatment adherence, and local resources
- Excellent listening and oral communication skills
- Ability to give and take direction accurately and efficiently
- Ability to multi-task and operate well in a fast-paced environment
- Proficient written communication skills

If interested, please forward resume and cover letter to:

katrinaharrisfleeks@apdc.org with the subject line: **Patient Navigator**

Position open until filled.

Equal Employment Opportunity:

The Asian Pacific Development Center does not discriminate on the basis of race, color, creed, nationality, sex, age, or disability.

The Asian Pacific Development Center is a 501(c) 3 community-based organization that has been operational since 1980.