



# Example of Care Navigator Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of care navigator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for care navigator

- Conduct practice needs assessment in order to learn more about practice demographics, their daily operations and current workflows
- Collaborates with Primary Care Team to meet provider and practice needs
- Responsible for assisting the interdisciplinary medical home care team in the provision of care navigation activities, and working with selected patients as assigned by high risk status or multiple health care coordination needs
- In addition, the role assists the Care Manager and interdisciplinary team with access and utilization management improvements, proactive patient panel management, care facilitation and treatment coordination functions
- Upholds the standards of the system-wide customer service program
- Case load will be determined by accepted Regional and Network standards
- The Primary Care Navigator will work as part of a multi-disciplinary team lead by the PCP for timely identification of patients' needs and ensure coordination of patient services
- They will educate on disease process, goal setting and will monitor patients identified for wellness, transitions care, chronic care and high risk care management programs
- Provide teaching to patients/families related to patient's diagnosis, pathology, medical and nursing treatment plans, discharge needs and health goals
- Identify possible problems that could lead to an emergency/crisis situation and takes appropriate action to de-escalate the potential for the situation to occur

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- Excellent customer service skills-ability to understand/exceed customer expectations while demonstrating the highest standards of care, respect, & confidentiality
  - Must be able to work independently/alone/flexible schedule including evenings and weekends
  - Comfortable w/Public Speaking and traveling to various work sites
  - Current working experience in a community clinic setting preferred
  - Must be able to maintain a good attendance record
  - Knowledge of Pinellas County and The State of Florida's health care options preferred