



Louisiana Primary Care Association Position Announcement

Position Title: Community Health Navigator

Overview:

The Louisiana Primary Care Association (LPCA) is conducting a job search for a Community Health Navigator (CHN) to assist with resources and care management of patients to prevent, prepare for, and respond to COVID-19, and to carry out other health work force-related activities. The CHN will provide individualized assistance to help strengthen patient support and assure utilization of patient portals.

Position Summary:

Serve as coordinator and liaison between the patient and/or community member, with gaps in care including Health care and other social determinants of health services within the community. The CHNs will provide assistance with engagement on the use of patient portals, evaluate patients' health literacy and social service needs, identify and refer patients to supportive social service programs and provide case management and patient education to remove barriers to care.

Responsibilities:

1. Educate community members and their families about the sites and services provided within selected FQHC.
2. Assist in coordination and attend all FQHC community events and activities
3. Ability to develop trust and maintain positive relationships with internal teams, the community and social service agencies
4. Must have reliable transportation
5. Create opportunities of Memorandums of Understanding with other community organizations
6. Must be able to work some nights and weekends
7. Acquire required certifications and further training.
8. Coordinate and provide resources to the community.
9. Manage caseload assignments, draft a resource plan, review case progress and determine case closure
10. Reach or exceed monthly Case closure quota.
11. Collaborate with medical teams.
12. Follow up with patients via phone calls, "in community" and "In home" visits.
13. Submit weekly reports.
14. Maintain Events, training and meeting details in the team shared calendar
15. Maintains a high level of ethical conduct regarding confidentiality.
16. Adhere to professional standards as outlined by protocols, rules and regulations of Louisiana Primary Care Association
17. Resolve client barriers (e. g. transportation, translation services, apt. scheduling, communicating with providers).
18. Provide client education, guidance, and emotional support
19. Maintain a high level of ethical conduct regarding confidentiality.

Qualifications/Required Skills:

- HS diploma or equivalent, Bachelor's Degree Preferred
- Minimum 1 year Experience in Community Outreach or working in a multi-cultural setting
- (Bilingual individuals are encouraged to apply)
- Medicaid Application Certified (Willing to train)
- Community Health Worker Certified (Willing to train)
- ACA Marketplace Certified (Willing to train)
- Knowledge of Medicaid enrollment protocols, ACA marketplace, and HIPPA guidelines for patient information
- Must have personal and reliable transportation, valid Driver's license, Minimum current liability automobile insurance required
- Clear and Accurate Documentation Skills
- General computer literacy, Experience with Microsoft Windows, Microsoft Office
- Excellent Decision Making and Critical Thinking skills to identify patient barriers and ways to resolve barriers
- Excellent Verbal and Written Communication
- Exhibit Empathy and Compassion towards others
- Must be able to maintain positive interactions with patients, their families and associated medical professionals in a respectful and courteous manner
- Must be able to work in a self-directed environment, with an ability to work with and lead multidisciplinary teams
- Must possess Multi-cultural sensitivity
- Understand the community served
- Ability to organize and manage multiple tasks and meet deadlines

Please submit resume and letter of interest that includes salary expectations to lpca@lpca.net by Tuesday, August 24, 2021.