



POSITION: Health Navigator

EMPLOYER: GBUAHN

REPORTS TO: Care Coordinator

CLASSIFICATION: Non-Exempt

Position Summary

The goals and outcomes of this position contribute to the GBUAHN mission of providing a collaborative and comprehensive approach to healthcare, training and research.

The Health Navigator is responsible for assisting members and their families/caretakers navigate the healthcare and social services system in a patient centered manner. The Health Navigator is the key resource for health home enrollees and assists in all aspects of care on a bio psychosocial continuum.

Our Core Values

At GBUAHN, we are only able to exceed our internal customers as well as our patients' expectations if we hold ourselves to the highest standards expressed in our Core Values. These are not just words, but the true spirit of our work environment and our patients' experience with us.

Caring: Create a welcoming environment; appreciate the differences in others; be compassionate and flexible.

Expertise: Be the best in what you do; share your knowledge; promote ongoing learning.

Dedicated: Be professional and dependable; look for ways to improve efficiency; take initiative.

Unified: Exchange information openly; build connections across the organization; cooperate with others.

Competencies & Experiences

Team members in this position must demonstrate a mastery of the following knowledge, skills and abilities.

Skills & Competencies: What Does It Take To Succeed?

Action Orientation, Adherence to policy, Analytical Thinking, Customer Service Orientation, Decision Making Skills, Diplomacy, Diversity, Flexibility, Follow Through, Informing Others, Listening skills, Optimism, Quality Orientation, Reliability and Consistency, Safety Orientation, Written Communication, and teamwork and cooperation.

Experiences: What Accomplishments are Important?

Associate degree required; B.S or B.A. preferred.

Prefer ≥ 1-year experience in a health services environment.

Working background in behavioral health and substance abuse illness preferred.

Knowledge of chronic health conditions preferred.

Familiarity with primary care practice preferred.

Computer literacy, including proficiency in Microsoft Word and use of online reference and information resources required.

Excellent oral and written communication skills required

Key Activities

Essential functions that will lead to the achievement of the goals of this position.

Meeting with members in their homes, physician offices, public libraries or other agreed upon public places to introduce program, perform intake assessments, risk assessment and appropriate consents.

Develop and maintain a strong, effective, on-going working relationship with assigned members.

Link members to all bio psychosocial resources determined to be necessary by the member and assigned care

<p>coordinator.</p> <p>Work collaboratively with the care team that includes a care manager, health navigators, social services coordinators, peer life coach, and all providers associate with the member to develop and maintain a person-centered care planning process.</p> <p>Work directly with care coordinator, member, family/caregivers and discharge planners to assist in transition planning</p> <p>Use Motivational Interviewing stages of change model</p> <p>Evaluate all members using the Buffalo Level of Need Assessment.</p> <p>Attend and participate in regularly scheduled case reviews with care coordinator and accountable care manager.</p>
<p>Teamwork and Behavior</p> <p>Applies and actively shares knowledge, expertise and best practices with team.</p> <p>Behavior supports the Mission, Core Values and objectives of the organization.</p> <p>Displays flexibility and openness in daily work and encourages others to stay open to change and improvement.</p> <p>Accepts and readily adapts to changing priorities, new ideas, strategies, procedures, and methods.</p> <p>Demonstrates and promotes respect toward coworkers and adapts behaviors to work effectively with varying people and situations.</p>
<p>Decision Making and Judgment:</p> <p>Accumulates all relevant information prior to making job-related decisions.</p> <p>Presents well-considered alternatives when making recommendations.</p> <p>Makes decisions in a timely manner.</p>
<p>Continuing Program Improvement and Patient Satisfaction</p> <p>Represents GBUAHN and its subcontractors by displaying a respectful and caring manner with members and their families.</p> <p>Addresses all member concerns in a timely and efficient manner and reports any complaints to Care Coordinator for resolution.</p>
<p>Compliance:</p> <p>Complies with quality assurance, OSHA, HIPAA, patient centered medical home focus, infection control, safety and other policies set forth.</p>
<p>Maintains competence through continuing education and in-service training</p>
<p>Attendance and being on time, ready to work your scheduled hours is an essential job requirement.</p>
<p>Other duties as assigned</p>

This description does not imply that these are the only duties to be performed by this employee. He or she will be required to follow any instructions and to perform other duties requested by a supervisor.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____