

REPORTS TO:	Manager Clinics
REVISED:	02/2024
	See current organizational chart for oversight/administrative support information

PRIMARY FUNCTION:

Clarinda Regional Health Center is advancing exceptional care by utilizing health navigators to improve overall patient care. Health navigators are healthcare professionals who serve as a single point of contact for patients and provide assistance in navigating the complex healthcare system to ensure patients receive the care they need. Health navigators take on the important task of coordinating care, reaching out to patients proactively, and providing the necessary support and guidance to help patients manage their chronic health conditions. Health Navigators play a vital role in closing care gaps, supporting the Medicare CCM program, and improving quality metrics.

QUALIFICATIONS:

Education and/or Experience

- High school diploma
- Ability to work with physicians, mid-levels and front-line staff in a collaborative manner to assist patients with exceptional care.
- Minimum one (1) year experience in rural health preferred

Certificates, Licensure, Registrations

- Mandatory Reporter of Iowa Certificates (Dependent Adult and Child Abuse) (or willing to obtain within CRHC policy)
- Basic Life Support (BLS) (or willing to obtain within CRHC policy)

Essential Job Duties and Responsibilities	
1.	<p>Supports all aspects of department operations effectively and efficiently.</p> <ul style="list-style-type: none"> • Identify and manage patient care needs in person, electronically and/or telephonically as applicable. • Document chronic care conditions and interventions specific to the patients care plan and coordinate resources accordingly using population health software • Schedule patients for preventative health screenings • Schedule clinic visits to support patients’ needs • Supports and maintains department policies. • Communicate patient needs or changes in condition with primary care provider or on call provider as necessary
2.	<p>Participates in the strategic planning for the population health department.</p>

	Essential Job Duties and Responsibilities
	<ul style="list-style-type: none"> • Develops concepts, communicates ideas, and participates in the support of planned departmental initiatives and processes. • Supports planned departmental initiatives and processes by actively fulfilling assigned roles.
3.	<p>Communication</p> <ul style="list-style-type: none"> • Maintains open channel of communication between co-workers, departments, providers, and administrative team.
4.	<p>Supports initiatives and programs relating to patient satisfaction.</p> <ul style="list-style-type: none"> • Assesses data from surveys and the hospital information system to drive improvement. • Assists with other public relations and population health marketing duties as requested
5.	<p>Performs employee relations functions effectively to promote a positive work environment, influence retention and enhance communication with patients and co-workers.</p> <ul style="list-style-type: none"> • Actively supports an environment that promotes teamwork and exceptional patient care. • Communicates effectively and provides feedback to staff which may include department meetings, individual employee meetings, etc. • Interprets and follows department and organizational policies with consistency and fairness in support efficient and productive. • Addresses employee issues in an effective and timely manner. • Communicates with manager effectively for complex issues to obtain guidance and reduce potential organizational liability.
6.	<p>Supports departmental financial operations.</p> <ul style="list-style-type: none"> • Maintains timekeeping records and updates appropriately and accurately. • Works with vendors and management, as appropriate, to negotiate best value processes for population health programs.
7.	<p>Performs other duties as assigned.</p>

ESSENTIAL Work Environment & Physical Requirements:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Activity	Not Applicable	Occasionally (0-35% of day)	Frequent (36-66% of day)	Continuous (67-100% of day)
Sitting			X	
Standing			X	
Walking			X	
Climbing	X			
Driving	X			
Lifting (floor to waist level)		40 lbs.	10 lbs.	5 lbs.
Lifting (waist level and above)		40 lbs.	10 lbs.	5 lbs.
Lifting (shoulder level and above)		40 lbs.	10 lbs.	5 lbs.
Carrying objects			X	
Push/pull		30 lbs.	25 lbs.	10 lbs.
Twisting		X		
Bending		X		
Reaching forward			X	
Reaching overhead		X		
Squat/kneel/crawl	X			
Wrist position deviation			X	
Pinching/fine motor activities			X	
Keyboard use/repetitive motion				X

Sensory Requirements	Not Applicable	Accurate 20/40	Very Accurate 20/20
Near Vision		X	
Far Vision		X	
Color Discrimination			X
Depth Perception		X	
Hearing		X	

Environment Requirements <i>Occupational Exposure Risk Potential</i>	Not Anticipated	Reasonably Anticipated
Bloodborne Pathogens	X	
Chemical	X	
Airborne Communicable Disease	X	
Extreme Temperatures	X	
Radiation	X	
Uneven Surfaces or Elevations	X	
Extreme Noise Levels	X	
Dust/Particulate Matter		X
Other (List)		

Shift Requirements	8 hrs/day	10 hrs/day	12 hrs/day	Other (varied)
Usual workday hours	X			

Regular, punctual attendance for assigned shifts	YES			
Available to work overtime	YES			

APPLICANT ESSENTIAL FUNCTION FORM

Name (please print): _____

Position Applied For: _____ Date: _____

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description for which you are applying and answer the following question. If you would like assistance with this process, please ask Human Resources.

Can you perform the essential functions of the position with or without reasonable accommodations?

YES

NO

Signature: _____