

Berks Counseling Center – Job Description

Position Title: HEALTH NAVIGATOR

Department: CLINICAL

FLSA Status: NON-EXEMPT

Accountability: CLINICAL INTEGRATION SPECIALIST

Status: FULL-TIME

Primary Location: BCC

Creation/Revision Date: MAR 2016/DEC 2017

General Summary

This position serves as a liaison between the patients and onsite and community providers to assure access to coordinated primary and behavioral health care and is responsible for physical health screenings, including collection of health vitals and enrollment into onsite integrated care services.

Minimum Qualifications

High School or GED required. Degree or training relevant to work in a medical office with experience in a mental health or substance abuse treatment setting preferred. Bilingual: English/Spanish preferred. Minimum of one year work experience in a medical setting is preferred. Community Health Workers certification preferred. Valid PA Driver's License and the ability to drive and travel required.

To perform this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made.

Knowledge, Skills, and Abilities

- Knowledge and skilled in working in multidisciplinary health teams.
 - Knowledge of routine medications often prescribed in integrated care settings.
 - Knowledge of health risk factors associated with chronic health conditions.
 - Verbal communication skills in both Spanish and English preferred.
 - Must be adept at supporting the health care and wellness needs of low income high risk populations.
 - Must demonstrate a commitment to the provision of compassionate, patient centered care supportive of the patient's own goals and motivated toward positive health outcomes.
 - Must possess strong computer skills, be highly organized.
 - Ability to provide culturally competent care to diverse populations.
 - Ability to effectively manage electronic health records.
 - Ability to work collaboratively as part of a multidisciplinary team to meet the physical and behavioral health needs of patient's served.
 - Ability to be flexible and adaptable to change.
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Essential Job Functions

1. Serve as a liaison between the consumer, the provider, and the community in access to coordinated health care.
2. Work cooperatively and collaboratively with providers, medical staff, clinical staff, and family members.
3. Greet patients in polite, prompt, helpful manner and provide any necessary instructions/directions.
4. Obtain and enter new patient demographics; update patient information, as necessary in the computer system to maintain

accuracy of medical records and for billing purposes.

5. Review all forms for accuracy and completion according to office policies prior to accepting.
6. Educate patients by providing medication and home care instructions; explain treatment procedures, medications, diets and physicians' instructions to patients and asks for assistance from licensed staff as appropriate.
7. Answer patient call with regard to medications or other medical needs and refer to licensed staff as needed.
8. Submit all invoices, receipts etc. to billing department.
9. Attend staff meetings as required.
10. Conduct self in accordance with BCC employee manual.
11. Maintain strictest confidentiality; adhere to all HIPAA and OSHA guidelines/regulations.
12. Obtain prior authorization and do referrals as instructed by licensed providers.
13. Keep equipment operating by following operating instructions; troubleshooting breakdowns; maintain supplies; perform preventive maintenance; calling for repairs.
14. Update job knowledge by participating in educational opportunities; reading professional publications.
15. Perform related duties and responsibilities as required.

Physical Requirements

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| SEEING: | Must be able to see well enough to read reports and use computer. Must be able to see well enough to drive an agency vehicle. |
| COMMUNICATING: | Must be able to communicate to clients, vendors and coworkers. |
| MOBILITY: | Must have mobility to move about the agency. Must have mobility to move about the community. |
| LIFTING/PULLING PUSHING: | Must be able to lift up to 50 pounds. |
| OTHER: | Must be able to write, type and use technology. |

Note: The statements herein are intended to describe the general nature and level of work being performed, but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of Berks Counseling Center. Berks Counseling Center is an equal opportunity employer.

HEALTH NAVIGATOR - MEDICAL ASSISTANT – Signature / Date

CLINICAL INTEGRATION SPECIALIST – Signature / Date

PRINTED NAME

PRINTED NAME