

**Job Description**

<b>Position:</b>	Clinical Patient Navigator (Bilingual Preferred)
<b>Classification:</b>	Non- Exempt
<b>Reports to:</b>	Clinical Operations Manager
<b>Location:</b>	Denver, CO
<b>Starting Salary:</b>	\$42,848 (3 years of experience or less) \$46,704 (3+ years of experience)

**Position Summary:** Under supervision by the Clinical Operations Manager, this position provides clerical and administrative services and assistance, of various levels of complexity, requiring judgment and discretion on a frequent basis. Candidates will have administrative experience supporting multiple members of the organization and must have the ability to handle multiple tasks simultaneously while managing confidential information.

**Essential Job Functions:**

- Performs clinical intakes for new and existing patients
- Assists with same day and walk-in intakes
- Educate patients and others about HIV disease process and prevention
- Enters patient information, consult notes and medical history in multiple databases, daily
- Scans patient information into electronic health record, daily
- Responsible for upkeep, tracking, monitoring and occasional reporting of patient activities
- Assists with scheduling of patient appointments, referrals, records and updating of clinic schedules
- Demonstrates a high level of understanding of HIPAA , PHI and OSHA regulations
- Answers and returns phone calls and emails in a timely manner
- Advise patients of proposed treatment plans, arrange payment of fees, arrange funding requests
- Act as a liaison between patient and all relevant professionals, programs and resources
- Helps manage the day to day activities of the clinic in coordination with front and back office staff
- Participate and attend staff, department, team and community meetings upon request
- Perform effectively within organization and interpersonally with co-workers
- Ability to cross-train for other front office operations as needed
- Participate in fund-raising and advocacy events
- Assessing and proactively taking on new "ad hoc" duties as needed
- Assist with the elimination of barriers including, but not limited to: insurance, financial housing and transportation.
- Assist with, and coordinate, community education and outreach initiatives as requested
- Maintain and upkeep of electronic health records (EHR)
- Participate and attend staff, department, team and community meetings upon request
- Perform effectively within the organization and interpersonally with co-workers
- Develop positive working relationships with other social service, medical and behavioral health providers
- Participate in fund-raising and advocacy events
- Must be available to work evenings and weekends

**Skills:**

- Basic knowledge of HIV, STIs, PrEP and other prevention methods
- Experience working in a clinical setting
- Proactive problem solver who works well in multi-disciplinary setting
- Ability to communicate well with medical providers and support staff
- Strong verbal and written communication skills
- Strong socio-cultural identification or work experience with MSM and LGBTQ+ preferred
- Provide Comfort when discussing sexual health and risk reduction strategies
- Proven organizational skills, with high attention to detail
- Intermediate to advanced level experience using Microsoft Office Suite
- Ability to work well with diverse populations
- Ability to work well within the organizational structure
- Ability to speak Spanish desired

**Qualifications:**

- Must be willing to understand and practice the organization’s mission, vision and core values.
- Must have previous experience working in a clinical setting.
- Must be able to work in a diverse setting with diverse populations, including sexual orientation.
- Ability to speak and write Spanish, strongly preferred.

**Education:**

- High school diploma required, higher degree preferred; 2-3 years’ experience preferably in a clinical environment. Experience with using electronic clinical records.

**Software Utilized:**

Experience using CARE Ware, ARIES, and EHR preferred. Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, DocuSign and other digital platforms. Experience with fundraising, contact management or other database software preferred.

**Knowledge, Skill and Ability:**

Must have necessary problem-solving skills to immediately address and respond to patients’ needs. Must be self-motivated, enthusiastic and a team player. Must have excellent verbal and written communication skills. Strong initiative and multi-tasking skills required. Time management skills with a strong sense of prioritization and follow through. Excellent communication, client relations and management skills. Highly organized and detail oriented. This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement, professional integrity and research ethics and cultural competency. Must demonstrate accuracy, efficiency and excellent organizational skills. Must demonstrate effectiveness in the following areas: task management; teamwork; and communication with teams, managers, clients, and company consultants.

**Material and Equipment Directly Used:**

Works with standard office equipment including computer workstation, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the Internet, and fax.

**Physical Demands and Work Conditions:**

Works in an office environment. May travel to offsite locations. Must have and maintain a valid Colorado driver’s license and auto insurance. Requires ability to lift up to 25 pounds of materials. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding and using a telephone and other office equipment.

***As employees of a charitable organization, CHN staff share the responsibility of serving as ambassadors for the organization in the community. This can be achieved by fostering the development of relationships with potential constituents & donors and by participating in CHN events/activities in a way that is meaningful to each employee.***

**General Benefits Description:**

We offer full-time employees a comprehensive benefits plan that includes Health Insurance, Dental Insurance, Vision Plan, 403(b), Legal Shield, FSA, Life Insurance, EAP, AFLAC, Long-Term and Short-Term Disability.

**How to Apply**

Please email a cover letter and resume (subject line must be “Clinical Patient Navigator”) to HR@coloradohealthnetwork.org

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

***Open until filled.***