



**PATIENT NAVIGATOR  
HOPI CANCER SUPPORT SERVICES  
DEPARTMENT OF HEALTH & HUMAN SERVICES**

**REPORTS TO: MANAGER  
SALARY/HOURLY RANGE: 34  
FLSA Status: NON-EXEMPT  
VALID DRIVER'S LICENSE REQUIRED**

**INTRODUCTION**

This position is responsible for individual client case management and outreach services in the area of colorectal cancer screening in support of the Hopi Cancer Support Services and the University of Arizona, Cancer Center. The work involves duties that are recurring and have related processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase and issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The incumbent is under general supervision and line authority of the Manager, HCSS. The supervisor makes assignments by defining objectives, priorities, and timelines and assists incumbent with unusual situation, which do not have clear precedents. The incumbent plans and carries out the successive steps and handles problems and deviations in the work assignments in accordance with instructions, policies and previous training or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness and conformity to policy and requirements.

Contacts are with employees within/outside the immediate work area, supervisor and personnel of the Hopi Health Care Center. The purpose of these contacts is to exchange factual information, provide assistance and coordinate work efforts. The work is performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms, working around office machines/equipment, in client's homes and villages/communities. Extensive travel on and off the reservation may be required.

**ESSENTIAL FUNCTIONS**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

- 1) Provides direct and in-direct client services; conducts home visits; follow-up on screening results; monitors and follows-up on appointments for clients; may serve as an interpreter as needed; provides emotional support to clients and families; makes arrangements for additional follow-ups.
- 2) Works collaboratively with program staff and service providers regarding client needs, services & information; prepares and submits activity reports; enters a required statistical data into an established Resource Patient Management System (RPMS) at designated facility(ies).
- 3) Establish and maintains client records; maintains client information in strict confidentiality; completes patient registration forms; develops a social history of clients; conducts chart reviews and audits; documents services provided.
- 4) Advocates on behalf of the clients, provides one-to one or group education on colorectal cancer to targeted clientele; distributes program information to Community Health Representatives and health care providers; works to enhance program services.
- 5) Participates and assists with health fairs, conferences, training, etc.; prepares educational/informational material using various forms of media.
- 6) Conducts data gathering.
- 7) Integrates culturally sensitive communication in all interactions with patients and community.
- 8) Performs other duties as assigned and authorized to achieve Tribal/Program goals & objectives.

## **MINIMUM QUALIFICATIONS**

Education: Associate's Degree in Social Work, Psychology, Health Education or closely related field;

AND

Training: Outreach, Lay Health Worker Training, Patient Navigation Training, or related field;

AND

Experience: Two (2) years work experience in health or human service, which includes case management, counseling, and public facilitation skills;

OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of health issues, resources and other agencies available for referral services
- Knowledge of the economic, social and cultural environment of the Hopi Reservation
- Knowledge of Native American Culture and community and has critical linkages to the community
- Knowledge of case management methods and techniques
- Skill in verbal and written communications
- Skill in planning and organizing
- Skill in operating basic office equipment/machines and applicable computer programs
- Skill in human and public relations & spiritual and emotional support
- Ability to provide spiritual and emotional support
- Ability to maintain strict confidentiality of office and client records and information
- Ability to operate basic office machines/equipment and applicable computer software
- Ability to establish and maintain professional working relationships with others
- Ability to communicate effectively
- Speak and understand the Hopi Language

## **NECESSARY SPECIAL REQUIREMENTS**

- 1) Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
- 2) Driving is an essential function of this position. Incumbent must have and maintain a driving record which qualifies them for coverage under the tribal insurance policy (tribal insurance qualifications are independent of DMV issuance of a driver's license) and maintain certification to operate tribal vehicles for business purposes.
- 3) Must complete and pass the pre-employment screening.
- 4) Must be able to pass mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.