



OVERVIEW

The Patient Navigator is under the supervision of the Cancer Support Services Manager. The Patient Navigator is responsible for individual patient-centered navigation through multiple health systems to ensure completion for cancer screenings and/or diagnostic services. The decision regarding task accomplishments depends upon the analysis of the subject, phases and issues involved in each assignment; the chosen course of action may be selected from many alternatives. The incumbent works closely with the Coordinator, Patient Scheduler, and Data Management Specialist to assist in clinical and operational duties. This position works with clients to reduce barriers to cancer screening and diagnostic care.

The work of the incumbent is active consisting primarily of clinical work. The incumbent must be able to work a flexible schedule as needed. Contacts are with employees within/outside the immediate work area, personnel of other agencies, and the public. Direct client communication in-person, by phone, and/or by messaging systems. The purpose of these contacts is to exchange information, coordinate work efforts and to provide assistance to their screening appointments.

PRIMARY JOB FUNCTIONS (The following duties are not all-inclusive or restrictive)

- 1) Provides direct and indirect client services; conducts home visits; follows-up on Pap Smear and Mammogram results; monitors and follow-up on appointments for clients; may serve as interpreter as needed; provides transportation to and from facilities as required; provides emotional support to clients and families; makes arrangements for additional follow-ups.
- 2) Works collaboratively with program staff and service providers regarding client services & information; prepares and submits activity reports; enters required statistical data into electronic medical records systems (RPMS, MedIT, etc.).
- 3) Establish and maintains client records; maintain client information in strict confidentiality; complete patient registration forms; develops a social history of clients; conducts chart reviews and audits; document services provided.
- 4) Advocates for the clients; provides one-to-one or group education to targeted clientele; distributes program information to the local, tribal, state, and other federal programs.
- 5) Participates and assists with community outreach events, including health fairs, conferences, training; prepares educational/information material using various forms of media.
- 6) Performs other duties as assigned and authorized to achieve department/program/office goals and objectives.
- 7) Participates and supports the mission and vision of the Department of Health and Human Services through collaboration, coordination and communication.

MINIMUM QUALIFICATIONS

Education: Associates Degree in a health related field or Medical Assistant Certification; AND

Experience: Two (2) years work experience in health services, within a medical setting; OR

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

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of clinical front office environment and/or health care business practices.
- Good knowledge of medical terminology required.
- Knowledge of office procedures and practices.
- Knowledge of good customer service principles and practices.

- Able to lift 30-40lbs in the case a patient should need wheelchair assistance.
- Skill in verbal and written communication skills.
- Skill in effective notation and records management.
- Strong skills in customer service and problem solving.

- Ability to work collaboratively and exercise sound judgement.
- Ability to observe client confidentiality standards at all times.
- Ability to handle multiple tasks accurately.
- Ability to operate modern office equipment/machines and applicable computer software.
- Ability to think critically when approaching a problem and exercise sound judgement.

NECESSARY REQUIREMENTS

- 1) Must maintain 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. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license, which qualifies the incumbent for coverage under the tribal insurance policy (tribal insurance qualifications are independent of MVD issuance of a driver's license). Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
- 3) Must complete and pass pre-employment screening.
- 4) Must pass (negative test results) mandatory and random drug & alcohol screening.
- 5) Must not have any felony convictions.
- 6) Must not have misdemeanor criminal convictions at the local, state, or federal level within the past five (5) years of application.
- 7) Must obtain and maintain Health Insurance Portability and Accountability Act (HIPAA) Certification, and Indian Health Services Network Security Training within 90 calendar days of hire.
- 8) Must obtain CPR/First Aid Certification within 90 calendar days of hire.

PATIENT NAVIGATOR

Cancer Support Services

Supervisor: CSS Manager

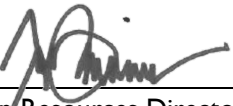
Salary Range: 34

Classification: NON-EXEMPT

DRIVER'S LICENSE REQUIRED

Revised 10/06/2025

REVIEWED BY:  DATE: 10/08/25
Department Director

APPROVED BY:  DATE: 10/08/2025
Human Resources Director