

Patient Navigator – Behavioral Health

Join Wilmington Community Clinic!

WCC provides quality, non-discriminatory health services to improve the health and well-being of all served, regardless of their ability to pay. We have served patients in and around Wilmington and Los Angeles for over 40 years. We are proud of the services we provide and put patient care front and center. We provide medical, mental health and dental services. We are proud of the impact we are making in the community!

About the Patient Navigator Position

The Patient Navigator will build working relationships with different care teams within WCC and externally, solve problems and support patients while they learn to self-navigate the health care system and social services. The patient navigator improves coordination of patient care and reduces barriers by working with different groups of people: patients, healthcare teams and resource providers.

This position will require frequent travel to local meetings and events and some travel between clinic sites. These meetings and events are often in the evenings or on weekends, so some evening/weekend availability will be required.

Benefits

WCC offers a competitive salary and benefits including medical, dental, vision, life insurance, retirement, paid time off, paid holidays and free employee parking. The environment is team oriented with a clear focus on the mission of the organization.

Essential Position Responsibilities:

- Find creative solutions to patient barriers of care.
- Be a reliable source of information for patients, by staying informed of changes in the healthcare organization, maintaining current information about available patient resources, maintain current appointment information for patients.
- Manage and track patient profiles, appointments and interactions with WCC staff and external partners.
- Maintain patient confidentiality and security of their information.
- Stay organized using a systematic approach to information management.
- Reduce barriers that keep patients from getting timely treatment by identifying patient needs and directing them to sources of emotional, financial, administrative, or cultural support.
- Work with patient, provider, behavioral health team, physicians, and other members of the medical team to facilitate healthcare.
- Support patients while they learn to self-navigate.
- Build awareness among the healthcare team and let them know about your patient navigator services.
- Coordinate transition of care to and from other behavioral health or social services entities, including securely collecting and providing medical records as well as supporting the patient's ability to transport safely to and from facilities.
- Develop, discover and attend community events in order to promote behavioral health services and build resource linkages.
- Assist in the development and implementation of behavioral health groups and enrollment.

- Input patient's basic demographic information and appointment status in the practice management and electronic health record software, updating information as needed.

Skills:

- Ability to remain organized while managing multiple details.
- Bilingual in English/Spanish, preferred.
- Ability to communicate effectively both verbally and written.
- Ability to relate to people from different socio-economic backgrounds
- Knowledge of HIPAA privacy and confidentiality practices.
- Professional demeanor and appearance a must.
- Excellent customer service skills required.

Education/Experience:

- High School Diploma or GED.
- One year of general clerical and customer service experience.
- Valid California Driver's License, proof of auto insurance and reliable transportation.

What's Next?

Thank you for your interest! Please submit your resume to hr@wilmingtoncc.org for consideration. Please list in the subject which position you are interested in.