



Patient Navigator Assistant– Job Description

Job Details

Hourly Rate

\$27 hr.

Job Type

Part-time (20 hours shift)

Weekend availability

Job Title

Patient Navigator Assistant

Organization Overview

Latinas Contra Cancer exists to ensure just and equitable access to health and healthcare for the Latin community around issues of cancer. At its root, LCC is a health justice organization interested in training, organizing, and mobilizing its clients to lead systems change in health and healthcare delivery while continuing to provide services.

Position Details

The Patient Navigator Assistant at LCC will assist and report to the Patient Navigator and Advocate Lead with the following areas:

Administrative:

- Fill out financial aid and transportation applications for clients who request it; including forms to request a gift card or purchases of medical equipment/supplies when required.
- Answer phone calls from clients who request information about our navigation or/and advocacy services.
- Assist Patient Navigator and Advocate Lead on creating reports or/and presentations required when needed.
- Create a file and fill out the intake information for new clients in Salesforce and keep all the information updated (i.e., information about LCC services, activities conducted, and time spent with customers.)
- Keep a written log of the time spent with each client, the number of clients served, and activities conducted per business day.

- Help find other nonprofit, community, county, city, state, or federal organizations that have resources that can help our clients: financial, transportation, food, medical supplies, mental health, or equipment.
- Make follow-up phone calls to clients served two to six months before and who have requested any services.
- Make phone calls to clients who have pending applications for financial aid or transportation to complete the application or dismiss it.
- Maintain constant coordination with patient navigator and advocate lead on progress, delays, difficulties, and achievements with all cases.
- Keep track of emails and referrals received.
- Make calls and send email to different entities and people at the request of the Navigator and Advocate leader, as part of patient navigation activities.
- Give information to the clients about how to get early detection screening tests, such as PAP smear, Mammogram, Ultrasound, for free. Also, help them to make appointments.

Community events attendance:

- Attend and assist Patient Advocate Lead to community events approved by the Director of Programs and Impact.
- Keep track of community event attendees' information, including full name, phone number and email address.
- Follow up calls to attendees from community events informing them about LCC services and offering help (i.e., scheduling a cancer screening appointment if the client wish.)
- Under the supervision of patient advocate lead, educate people who attend community events and clients about cervical, breast, colon, and lung cancer prevention, etc.

Preferred Qualifications

- Computer skills: be able to use of Microsoft programs as Excel, Word, and Power Point, Outlook.
- Experience using Sales Force Program is a plus.
- Bilingual skills – ability to read, write, interpret, and speak Spanish and English.