



Patient Navigator and HPS Pre-screener Position

Job Type

This position is a non-exempt, full-time position and requires some nights and weekends.

Organization Overview

Latinas Contra Cancer exists to ensure just and equitable access to health and healthcare for the Latiné community around issues of cancer. At its root, LCC has been 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 Duties: 60%

Report to Patient Advocate Lead

A Patient Navigator plays a vital role assisting individuals diagnosed with cancer to navigate the complexities of the healthcare system and access the care and support they need. Duties of a patient navigator typically include:

General Navigation: assists in scheduling appointments, securing free or low-cost health services, transportation, co-pays; abnormal screenings; and linkages to LCC support groups, free programs covering cancer screenings, Medi-cal services and other supports that address their myriad social determinants of health (SDOH) – housing, food insecurity, unemployment.

Insurance Assistance: help clients navigate insurance-related issues, including verifying coverage, options, and assisting with claims.

Cultural Competency: ensure that care is culturally sensitive and accessible, addressing language and cultural barriers.

Resource Referral: connect and help find clients to other nonprofit, community, county, city, state, or federal organizations that have resources that can assist our clients: financial aid, transportation, food, medical supplies, mental health, or equipment.

Community Outreach: engage in community outreach events aimed at increasing awareness of LCC's cancer services and support. Conduct follow-up phone calls to individuals who attended community outreach events to inform them about LCC's services and extend assistance such as scheduling a cancer screening appointment if desired by the client.

Administrative Tasks:

- Answer phone calls from clients who request information about our navigation or/and advocacy services.
- Assist Patient 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.
- Make follow-up phone calls to clients served two to six months before and who have requested any services, and clients with pending applications.
- Keep track of emails and referrals received.
- Performs other duties as assigned.

Position Details – HPS Intake and Assessment: 40%

Report to HPS Case Manager Lead

HPS Intake Administrator conducts eligibility screenings and assessments with families at risk of homelessness. HPS Intake Administrator meets with families to collect information, fill out the required paperwork, and conduct assessments to assess the household's risk of becoming homeless.

Intake and Assessment task:

- Conducts prescreens and intakes to determine participant eligibility and assesses appropriate level of assistance needed. Once eligible, transfer the case to HPS lead.
- Conducts assessments and accompanying releases of information and HMIS intake paperwork.
- Reviews and requests eligibility documentation based on funding source.
- Reviews household budgets, including all sources of income and expenses, to assess the family's financial situation.
- Assists members on-site with obtaining eligibility documentation and answering questions pertaining to services.
- Provides information and referrals to internal and external resources.

Administrative Tasks:

- Completes all required assessment and intake paperwork with families.
- Enters releases of information, intakes, and assessments into the Clarity HMIS software.
- Enters client and housing assistance data into spreadsheets and Salesforce database.
- Performs other duties as assigned.

Qualifications

- Strong commitment to our mission of achieving health equity in the Latiné community.
- Computer skills: able to use Microsoft programs like Excel, Word, Power Point, Outlook.
- Attitude: Flexible, compassionate, and supportive attitude. Ability to thrive in a flexible, fast paced environment while maintaining a positive, solution-oriented approach.
- Cultural competency: Experience with providing culturally competent support, linkages to community resources, and leadership development. Treat all clients, volunteers, and staff with dignity, compassion, and respect while

adhering to program rules and procedures. Sensitivity to issues surrounding households experiencing homelessness, substance use, physical and/or mental illness, or disabilities.

- Experience using Salesforce Program is a plus.
- Bilingual and biliterate in English and Spanish required.