



Our mission at *Apicha Community Health Center* is to improve the health of our community and to increase access to comprehensive primary care, preventive health services, mental health, and supportive services. We are committed to excellence and to providing culturally competent services that enhance the quality of life. We advocate for and provide a welcoming environment for underserved and vulnerable people, especially Asians and Pacific Islanders, the LGBT Community and individuals living with and affected by HIV/AIDS.

**Position Title:** Patient Navigator – Health Home

**Report to:** Care Management Team Leader

**FLSA Status:** Non-Exempt

**Position Summary:**

The Patient Navigator assists the Care Management Team Leader in working with clients, such as gathering information to complete assessments, specialty referrals and field-based outreach.

**Duties and Responsibilities:**

- Work closely with the clients who are living with HIV/AIDS, other chronic diseases, substance user, and/or mentally ill under supervision of Care Management Team Leader.
- Assist the team to gather information for CMTL or CM to complete assessment and reassessments.
- Assist in carrying out assigned tasks that are needed to execute care plan including: linking clients to primary care, assisting in specialty referral, field based outreach for lost to follow-up clients, accompany clients to appointments when needed, assist in obtaining health insurance and other needed services/entitlements, conducting home visits.
- Participates in case conferences with other providers, maintains contact with client's extended family and informal support network for coordination of care.
- Perform regular case finding and engagement activities including but not limited to new referrals to the APICHA Health Home program to generate enrollment.
- Perform the initial eligibility assessment to APICHA Health Home program and obtain required supporting documents.
- Meeting service quota, data entry and documentation requirement, and performance goals set by APICHA's Support Services Department.
- Maintain and regularly update prospective/existing client-related records and other required documentations such as services rendered on required platform (e.g., eICARE, GSI, RMA) within required timeframe.
- Working as a part of the team for the quality assurance and continued quality improvement (CQI) tasks.
- Attend and actively participate in any departmental and organizational activities (meetings, trainings, events, etc.).
- Represent the agency at various venues to promote agency services.
- Other duties as assigned.

**Qualifications:**

- High school graduate/GED with three (3) years of full-time work experiences required. AA/AS in related field with one (1) year of relevant work experience preferred.
- Strong socio-cultural identification with the target population or experience in working with target population required.
- Good written and verbal communication skills in English required.
- Fluency in Mandarin or Spanish strongly preferred.
- Independent and good team player.
- Attention to details.
- Ability to follow instruction and meet deadlines.
- Excellent interpersonal skills.
- Ability to work well with diverse populations.
- Ability to handle multiple tasks and changing environment.
- Ability to work well within the organizational structure.
- Ability to work flexible hours including some evenings and weekends.

- Ability to use common office software: Word, Excel, Power Point. Ability to learn and adapt various data entry system required by Apicha and Lead Health Home.
- Ability to utilize public transportation to travel anywhere in the Metropolitan area of New York.
- Proof of immunization or immunity to certain communicable diseases (including influenza during the flu season) and testing for tuberculosis is required. These certifications are required by the NYC DOHMH Health Code, NYSDOH and OSHA.

Apicha CHC is an Equal Opportunity Employer. M/F/D/V/SO