



JOB INFORMATION

Job Code:	191030
Job Title:	Healthcare Navigator
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Clinical Support
Job Family Group:	Clinical Administration 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Acts as a liaison between patients and physicians, facilitating clinical services. Provides support and guidance to new patients (e.g., communicating required information before first appointments). Develops resources, activities, and events to improve the patient care experience. Assists with building rapport with physicians and referral clinicians.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Related undergraduate study	And
	X	Specialized/technical training	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience providing medical/clinical guidance.
X		Advanced judgment, analytical, and decision-making skills, able to work independently with minimal supervision.
X		Data gathering and analysis skills.
X		Excellent time management skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated interpersonal, negotiation and problem-solving skills.
X		Experience in customer service.
X		Practiced use of discretion and decision-making ability.
X		Excellent written and oral communication skills.
X		Proven ability to build and maintain deep and meaningful relationships with community members and outside agencies.
	X	Demonstrated experience in community healthcare and/or street medicine.
	X	A current understanding and appreciation of the cultural vibrancy and historical significance of local communities in Los Angeles and Southern California.
	X	Extensive knowledge and/or understanding of numerous cultural issues (e.g., immigration, socioeconomic, LGBTQIA+).
	X	Fluent in one or more languages in addition to English (e.g., Spanish, Korean, American Sign Language).

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X	BLS/CPR	Certifications in CPR, basic life support and/or mental health first aid.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Evaluates and streamlines patient care to improve the patient experience. Develops strategies and serves as a key resource for clinics. Identifies improvement opportunities for clinic/clinician systems and processes. Monitors for and identifies trends, gathers, and organizes data, and establishes new/revised standard procedures accordingly. Continuously improves workflows and provides timely updates to patients.				
Assesses patients' barriers to healthcare and develops, implements, and evaluates individualized care plans, as needed. Acts as point of contact for new patients, providing regular communication, support, and guidance. Facilitates new patient schedules and records feedback/complaints. Makes scheduling changes/exceptions for patients needing sooner appointments and approves double-booking as needed.				
Creates, updates, and communicates physician protocols with faculty and clinic staff. Reports on patient care status, progress, issues and results to physicians and supervisors. Provides or recommends solutions to issues. Creates referral materials and updates new patient packages.				
Manages doctor-assigned tasks. Collaborates with clinical staff for other patient care aspects including appointments, testing, and authorization with other internal/external stakeholders. Coordinates and attends appointments and connects patients to all needed pre- and post-care treatments.				
Attends regular meetings and trainings to support patient care. Participates in patient care related events. Promotes an environment that fosters inclusive relationships and creates unbiased opportunities for contributions through ideas, words, and actions that uphold principles of the USC Code of Ethics.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident.

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.