



## JOB INFORMATION

<i>Job Code:</i>	191031
<i>Job Title:</i>	Lead Healthcare Navigator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Leads one or more employees performing similar work.
<i>Job Family:</i>	Clinical Support
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	8 Individual Contributor

## JOB SUMMARY

Leads communications and administrative activities between patients and physicians. Guides new patients with needed procedures and develops resources, activities, and events to improve the overall patient care experience. Builds clinic rapport and fosters relationships with physicians, fellow staff and external stakeholders.

## JOB QUALIFICATIONS:

### Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Master's degree		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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		4 years		
	X	5 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience coordinating patient care within complex clinical settings (e.g., community healthcare, street medicine).

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Demonstrated understanding of healthcare referral and insurance billing processes (e.g., CPT and ICD-9 coding) across payer types.
X		Extensive customer service experience, able to navigate complex issues with multiple stakeholders.
X		Advanced judgment, analytical and decision-making skills, able to work independently with minimal supervision.
X		Experience in leadership/management roles.
X		Demonstrated data gathering and analysis skills.
X		Excellent time management skills.
X		Demonstrated interpersonal, negotiation and problem-solving skills, and the ability to build consensus.
X		Proven ability to deliver difficult information discreetly, effectively and tactfully.
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	Experience in specialized healthcare practices within academic medicine.
	X	Demonstrated experience with Keck Medicine of USC systems and processes.
	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
		BLS/CPR	Certifications in CPR, basic life support and/or mental health first aid.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Leads the evaluation and streamlining of care to improve the patient experience. Oversees clinical administration and coverage (e.g., new patient orientations, follow-up care, coordinating work schedules). Serves as primary liaison between staff and service providers, identifying and escalating operational issues as needed. Provides or recommends solutions to issues utilizing any relevant historical or patient knowledge.				
Leverages any specialized expertise to assess patients' barriers to healthcare and develop, implement, and evaluate individualized care plans. Manages new patient schedules and documentation of feedback and complaints. Makes scheduling changes/exceptions for patients needing sooner appointments and approves double-booking as needed.				
Maintains open communication channels to provide patient support and guidance. Coordinates and attends appointments, ensuring patients are connected to their pre- and post-care treatments. Creates referral materials and updates new patient packages. Prepares and oversees reports on patient care status, progress, issues and results.				
Helps recruit and onboard staff, monitor productivity, and conduct training. Manages doctor-assigned tasks and participates in patient care-related events. Regularly attends training/development opportunities. Stays current with clinical/industry trends, emerging technologies and modernized best practices.				
Initiates and performs regular reviews of systems and protocols. Monitors and analyzes metrics to ensure tasks are processed in a timely manner. Organizes data and develops strategies to improve workflows. Leads the development and distribution of updated protocols with faculty and clinic staff, and ensures compliance.				

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Represents staff/teams as directed. 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

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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 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.		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. 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: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<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: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			

## 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.