



TOOL 2.4: Patient Navigator Job Description

This tool is an example of a job description for a Patient Navigator position specific to a research program, but can serve as a jumping off point for developing a job description to fit the needs of your program.

JOB DESCRIPTION SUMMARY

POSITION SUMMARY:

Performs various duties to support the AVON Breast Health Initiative and National Cancer Institute (NCI) Patient Navigation Research Program (PNRP) studies for women seeking breast health care services at Helpful Health Program. Duties may include assisting the clinical research team with all aspects of patient recruitment, data management, reporting of data, grant writing, quality improvement projects, community education and outreach, and new program development. Identifies patients in need of navigation, identifying barriers to receipt of care, developing an individual care plan with the providers to overcome those barriers, maintaining patient databases, and performing various administrative tasks.

ESSENTIAL RESPONSIBILITIES / DUTIES:

- 1) Works closely with clinical staff to identify patients appropriate for participation in the Avon Breast Health Initiative.
- 2) Enters all patient information into databases as required for study programs.
- 3) Understands the multitude of services required to provide a comprehensive diagnostic plan for each patient seeking breast health services.
- 4) Reviews medical information and coordinates with the medical team to understand each patient's diagnostic plans.
- 5) Contacts patient and family/significant others to identify barriers to care and coordinate services.
- 6) Works with medical records and the referring clinician to obtain all appropriate patient information in preparation for diagnostic evaluation.
- 7) Facilitates the flow of information among patient, clinicians and other services.
- 8) Interacts with all members of the team to help facilitate the treatment plan.
- 9) Functions as the liaison to the clinic team and contributes to timely appropriate follow up services as well as patient and family satisfaction goals.
- 10) Has familiarity with community resources and shares them with patients and staff.
- 11) Represents Patient Navigation Services at local networking meetings.
- 12) Participates in organization and implementation of local NCI PNRP trainings.
- 13) Provides peer support of Patient Navigators in NCI PNRP.
- 14) Conducts recruitment and administers informed consent procedures for interviews and questionnaires. Must maintain subject confidentiality.
- 15) Performs administrative tasks, including: managing program records, ordering and maintaining program supplies, and handling communication needs of the program.
- 16) Provides assistance in the development of reports, presentations, and data analysis.
- 17) Performs patient study questionnaire interviews, analyzes needs and processes them in the computer.
- 18) Assists in data collection and provides feedback for study measurement tool development and/or refinement.
- 19) Maintains patient study files in accordance with legal and institutional guidelines.
- 20) Performs other duties as assigned or as necessary.

JOB DESCRIPTION CHARACTERISTICS

EDUCATION:
Bachelor's Degree or equivalent experience in a health care environment, social science research, or related field required.
EXPERIENCE:
One to two years of experience working in a clinical or research environment with a patient population of women aged 40-64 preferred.
KNOWLEDGE AND SKILLS:
Computer literacy with Microsoft Office (i.e., Word, Excel, Access, etc.) required. Excellent interpersonal skills and experience working with a multi-ethnic, multi-linguistic urban community required. Fluency in Spanish, Portuguese, and/or Haitian Creole a plus.