OPEN POSITION: Patient Navigator

SUMMARY: Hourly, full time (40 hours/week), non-exempt position with the Hawaii Health & Harm Reduction Center located in Honolulu, Hawaii.

The Hawai'i Health & Harm Reduction Center (HHHRC) provides harm-reduction focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBQ and the Native Hawaiian communities. We strive to empower the diverse communities we serve through outreach, support, and education. HHHRC bridges gaps and helps individuals access essential resources such as housing, health care, entitlements and treatment.

JOB DESCRIPTION: Building effective relationships is the foundation of effective patient navigation. To improve coordination of patient care and reduce barriers, patient navigators must work with different groups of people: patients, healthcare teams and resource providers. The patient navigator builds working relationships, assist with problem solving, and directs patients to resources.

DIRECT SUPERVISOR: Clinical Director

MAJOR DUTIES & RESPONSIBILITIES

1. Ensure clients are contacted:
   - Contact clients according to HHHRC standards for acuity level
   - Meet with clients in or out of the office to address their needs

2. Ensure that all clients are linked to medical care
   - Stay up-to-date on HIV treatment practices and work in concert with community based nurse
   - Conduct hospital visits for medically acute clients as needed
   - Establish and maintain relationships with local clinics, hospital facilities, and HIV specialists
   - Monitor clients’ adherence to recommended medical care, including medications and doctor's visits
   - Establish and maintain relationships with local prison facilities

3. Provide emotional support to all clients:
   - Link clients to mental health and psychiatric care services if eligible and needed
   - Refer clients in crisis (e.g., suicidal) to appropriate resources
   - Visit clients who are hospitalized or link them to Community Based Nurse for intensive services

4. Ensure that all clients have access to nutritious food:
   - Link clients to Food Basket, meal programs, Waikiki Health nutritionist, or other community resources
   - Assist clients in accessing HHHRC's food pantry and inform clients about meals served at HHHRC

5. Work in conjunction with the assigned Medical Case Manager and Community Health Nurse as appropriate
6. **Follow all administrative procedures:**
   - Document progress notes and batch entries / service deliveries for every contact with clients on e2 Hawaii within 24 hours

7. **Perform additional duties:**
   - Work as a team with other staff; support team members
   - Meet deadlines, as assigned by care director
   - Maintain appropriate professional and ethical standards while serving as a representative of HHHRC
   - Perform other duties, as needed. Duties are subject to change
   - Participate in supervision
   - Comply with all policy and procedures of HHHRC, Health and Safety program, and quality management program
   - Comply with HIPAA requirements, cultural competencies and rights to person served, as well as CARF Standards
   - Transport participants in insured and reliable vehicle (if you have one, that’s a plus)

**QUALIFICATIONS:**
- Demonstrated experience and ability relevant to the responsibilities of the position.
- Ability and willingness to visit incarcerated clients as needed
- Strong interpersonal and organizational skills
- Ability and willingness to perform to high standards
- Demonstrated ability to work productively, both independently and as part of a team
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations
- Knowledge of and commitment to the mission of the HHHRC
- Cannot be suspended or revoked from medical/care participation
- Social work degree (BSW/MSW) **preferred**

**HOW TO APPLY**

To apply, please visit [hhhrc.org/employment](http://hhhrc.org/employment) for detailed instructions and to download HHHRC’s employment application. Send all application documents by postal mail or email to:

Hawaii Health & Harm Reduction Center
677 Ala Moana #226
Honolulu, HI 96813
Fax: 808-853-3274
Email: jcasken@hhhrc.org