

Transgender Health Services

Patient Access Navigation

Half-time (.5 FTE) contract position with the San Francisco Study Center. It includes a benefits package with: medical, vacation, sick, and paid holidays. The salary is \$17-22.00 an hour depending on experience.

Description:

Patient Access Navigators monitor the care of patients from the point of enrollment through a year after their surgery. They are the patient's primary point of contact with THS and maintain a caseload of clients in various stages of transition-related surgery. Patient access navigators provide four critical functions in THS:

1. Assisting patients through the process of surgery to help people have positive outcomes
2. Community Education
3. Community Outreach
4. Advising the Director of THS about the needs of the communities we work with and the barriers to care patients are encountering to ensure quality care.

Duties:

- Orient new patients to THS.
 - Attend appointments with patients as needed.
 - Act as a liaison, to help make sure patients understand the aftercare plan of the surgeon and discharge instructions.
 - Provide limited practical support such as picking up medications, and ensure that they attend follow up appointments.
 - Make follow-up phone calls and visits with patients
 - Participate in individual and group patient education sessions and patient outreach.
 - Participate in development and implementation of online and live trainings for professionals.
 - Assist in developing patient education materials.
 - Participate in community organization meeting as a liaison for Transgender Health Services.
 - Liaison between the community and the program.
- All other duties as required.

Required Qualifications

Familiarity with the unique healthcare needs of transgender, transsexual and gender non-conforming people.

Cultural responsiveness and cultural humility working with diverse populations

Comfortable using a computer

Good presentation communication skills

Ability to work occasional evenings as needed

High school Diploma or GED

Resumes should be emailed to julie.graham@sfdph.org.

Position is open until filled. Meeting the minimum qualifications does not guarantee an interview. People of color, transgender, transsexual, and gender non-conforming people, intersex people, people who have lived in poverty or on disability, people who want to get off of disability, immigrants, and lesbian, gay, bisexual and queer people are strongly encouraged to apply. People who have had transition-related surgery are encouraged to apply.