



Job Announcement:

Bilingual (Spanish/English) Patient Access Navigator Recruiting for 1 part-time (20 hours) position

Patient Access Navigator

There is one half-time (.5 FTE) bilingual patient access navigator contract position at the San Francisco Study Center. Patient access navigators work closely with all staff of Gender Health SF. Patient access navigators will report to the clinical director of Gender Health SF. The starting salary is \$17-\$22.00 depending on experience. The position includes a benefits package with: medical, vacation, sick, and paid holidays.

Description:

Gender Health SF is a program funded by the San Francisco Department of Public Health that provides access to transgender (gender-related) surgeries and related education and preparation services to eligible uninsured transgender adult residents. 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 Gender Health SF and maintain a caseload of clients in various stages of transition-related surgery.

Patient access navigators provide four critical functions in Gender Health SF:

1. Assisting patients through the process of surgery to help people have positive outcomes
2. Community education
3. Community outreach
4. Advising both the director and clinical director of Gender Health SF about the needs of the communities we work with and the barriers to care that patients are encountering to ensure quality care.

Duties:

- Provide patient access navigator services to monolingual and bilingual Spanish-speaking individuals.
- Orient new patients to Gender Health SF. Create a welcoming environment for all transgender, transsexual and non-binary patients.
- Attend appointments with patients as needed. These may be surgery-related appointments with patients to serve as access and navigation support or to help advocate for quality trans-competent care.
- Provide information and referrals to patients and their providers.

- Act as a liaison between the patient and their surgeon(s) to ensure that patients understand their unique aftercare plans
- Provide limited practical support such as visiting patients after surgery, and ensuring that patients attend follow up appointments.
- Make follow-up phone calls and visits with patients.
- Prepare and facilitate individual and group patient education sessions.
- Participate in development and implementation of online and live trainings for healthcare professionals and community members.
- Attend mandatory trainings and staff development activities.
- Participate in supervision, meetings, and community collaborations.
- Participate in community organization meetings as a liaison for Gender Health SF.
- Maintain accurate notes of interactions with patients in paper medical charts in a timely manner and in compliance with HIPAA laws.
- Monitor patients' charts and update the patient care coordinator and clinical director about missing documentation needed for insurance approval.
- Maintain notes and paperwork as required. Assist in managing database of patients, including charting, data entry, tracks completed and incomplete items for readiness, provide feedback to patient care coordinator, the clinical case manager and patients regarding missing documentation.
- Assist in developing patient education materials.
- Group outreach orientations to Gender Health SF and gender confirmation surgery.
- Facilitate and lead drop-in and peer groups.
- Other related duties as required.

Required Qualifications

- Familiarity with the unique healthcare needs of transgender, transsexual and gender non-conforming people.
- Bi-lingual in Spanish and English.
- Knowledgeable of issues affecting immigrants and immigration.
- Cultural responsiveness and cultural humility working with diverse populations.
- Comfortable using a computer for e-mail, Drop-Box, and reviewing Access.
- Good presentation and communication skills.
- Ability to work evenings.
- High school Diploma or GED.

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.

Please send resume to Jenna Rapues, San Francisco Department of Public Health, at

Jenna.Rapues@sfdph.org. *The San Francisco Study Center is an equal opportunity employer.*

This position is open until filled.