



Health Resource Specialist II, Patient Navigator (Substance Use Disorder)

About AccessMatters

AccessMatters, a non-profit, public health organization located in Center City Philadelphia, envisions a future where every person has the health care and information they need to thrive. In service to that vision, AccessMatters' mission is to protect, expand, and enhance equitable access to sexual and reproductive health care and information for all people. Our team strives to advance our mission in accordance with these guiding principles: (1) sexual health is an essential component of health and wellbeing across the life span; (2) access to quality, affordable health care – including sexual and reproductive health care – is a fundamental human right; (3) every person, family, and community deserves to be treated with dignity and respect; (4) programs and services should be evidence-based, prevention-focused, and person-centered; (5) organizational excellence is best achieved through a culture of inclusion, diversity, innovation, professionalism, and accountability; (6) clients, volunteers, staff, partners, and supporters should be treated with kindness, dignity, and respect in a trauma-informed and culturally responsible environment; and (7) everyone deserves a caring workplace environment that fosters trust, teamwork, creativity, and work-life balance where work is enjoyable and where staff are supported in their professional development and their pursuit of excellence.

Job Summary

Due to the magnitude of the opioid epidemic, every level of government is investing new resources into innovative ways to address this public health crisis. This position presents a unique opportunity for a dedicated public health professional to help people who are in treatment for substance use disorder to also receive family planning care.

The Health Resource Specialist II, Patient Navigator (Substance Use Disorder) functions primarily as a patient navigator, and is responsible for helping clients who are in substance use treatment programs get connected to family planning care. Through building relationships and rapport with clients, acting as a liaison between providers in both family planning care and substance use treatment, and identifying resources for clients to overcome barriers to care, the Patient Navigator helps ensure that clients in treatment for substance use disorders can receive and remain engaged with the family planning services they need.

The Patient Navigator makes education and outreach presentations at network meetings and external events as assigned. The Patient Navigator will support the achievement of program goals, which include providing navigation services; documenting participation, surveys, and referral for reporting and evaluation purposes; and helping to maintain strong partnerships with members of the substance use disorder and family planning provider network. In addition, the Patient Navigator supports program operations, maintains strict confidentiality, and appropriately documents client contacts, referrals, and services provided. This position will be a member of the larger AccessMatters Health Access and Service Delivery department and is expected to participate in all departmental and agency activities as needed. This job is full-time and non-exempt.



Essential Functions:

Reporting to the Senior Manager, Substance Use Disorder Projects, the Patient Navigator will:

Provide Confidential Navigation Services To Overcome Barriers and Improve Access to Family Planning Care

- Establish relationships with and serve as primary point of contact for clients in treatment for substance use disorder who would like to receive family planning services.
- Provide sexual and reproductive health education and referrals to clients and groups around family planning and patient navigation services, HIV, STDs, hepatitis, and other sexual health issues, to improve client health literacy, increase active participation in care decisions, and to maintain health care access.
- Identify and address barriers to care, including transportation, insurance, language, and childcare arrangements, and coordinate and/or refer clients for additional supports as necessary.
- Facilitate and schedule client appointments with family planning providers, offer appointment reminders, and attend appointments with clients as necessary.
- Provide emotional and informational support for clients as they seek and receive contraceptive care, pregnancy testing and counseling, sexually transmitted diseases testing and treatment, and other services.
- Facilitate communication between the client, family members, and providers to ensure quality of care.
- Work closely with the point person for each family planning clinic to help ensure successful warm handoffs between facilities.
- Manage follow up visits to ensure continuation of care and linkage to services.
- Maintain accurate and confidential client records to track navigation services, client encounters, missed appointments, and other information as appropriate, including weekly logs, sign-in sheets, or other documentation of participation and referral tracking.
- Adhere to all program and provider guidelines, policies, procedures, and protocols; protect the privacy of client information and records at all times in compliance with HIPAA, agency Confidentiality Policies, and Pennsylvania's Act 148.
- Attend meetings with behavioral health providers, designated family planning providers, and other relevant stakeholders to maintain progress on the project.

Engage in Community Outreach and Program Promotion

- Promote the program in the communities at risk and identified in planning, in community clinics, organizations, and institutions that are stakeholders in the improvements of reproductive and sexual health, through outreach, presentations, and lectures.
- Represent AccessMatters on coalitions and committees as relevant to agency agendas and mission.
- Stay informed of current information, trends, and best practices in the fields of youth development, education, adolescent, reproductive, and sexual health; stay current on relevant topical information and changes in services at key providers.
- Participate in supplementary activities including: research, attendance at external trainings, community education, outreach, site visits, and others as assigned.



Assist with Program Operations and Goal Attainment

- Maintain close communication with supervisor and meet regularly with program team to report and review progress.
- Collect and process program data and paperwork, maintain and regularly update program database in an accurate and timely way, and generate reports as required by management.
- Complete routine administrative duties including filing, shredding, collating, stocking, and other operational needs.
- Maintain high ethical standards and conduct regarding confidentiality, integrity, dual-relationships, and professional behavior overall.
- Participate in special events, trainings, programs, projects, meetings, and other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience working with individuals who are managing behavioral health disorders, including substance use, and other marginalized populations who face barriers accessing care.
- Experience providing services in substance use treatment facilities or other behavioral health centers.
- Familiarity with recovery processes, including pharmacotherapy in the treatment of substance use disorders.
- Ability to counsel people using motivational interviewing techniques, in an unbiased, effective, culturally responsible, and non-judgmental manner.
- Superior interpersonal skills, coupled with strong written and verbal communication, and demonstrated ability to facilitate meetings in diverse settings.
- Ability to travel to partner organizations and client care providers within all regions of Philadelphia.
- Must be able to work independently and as a member of a team.
- Ability to work in community locations without on-site supervision.
- Ability to perform tasks with a high level of confidentiality, discretion, and integrity.
- High degree of customer service skills and philosophy to include professionalism, responsiveness, and follow-through to delivery high quality services to internal and external clients.
- Excellent assessment, problem-solving, and negotiation skills.
- Demonstrated ability and desire to work within a multi-cultural and multi-disciplinary team environment, serving diverse populations and institutions across a broad spectrum of community and clinical providers within the fields of sexual and reproductive health and maternal and child health.
- Knowledge and experience working with diverse communities and colleagues with demonstrated cultural humility and responsibility.
- Demonstrated organizational skills and ability to manage multiple tasks and details accurately and on deadline within a compressed timeframe, while remaining flexible and open to changing priorities.
- Strong ability to use technology and computer applications effectively such as Microsoft Office Applications.
- Ability to work outside normal business hours, as needed (e.g., scheduled nights and weekends).



EDUCATION AND EXPERIENCE

- Associate degree in health related field, and/or 3-5 years of experience in the delivery of community-based health education and services. Bachelor's degree preferred. Relevant industry specific experience may be considered in lieu of degree where possible.
- Two (2) years of providing care coordination/navigation or other services in a substance use treatment center or other healthcare setting preferred.
- Familiarity with Title X and family planning services.
- Previous experience working in counseling, community-level or client-level health navigation or education, especially in the fields of sexual and reproductive health, family planning, maternal health, HIV/STD testing, prevention, and counseling services.
- Must be eligible for all city and state mandatory clearances, e.g., criminal and child abuse clearances.

HOW TO APPLY: Submit **cover letter and resume** to the Health Resource Specialist II (Navigator) position posted at our online career site, by going to this link: <https://bit.ly/343YwKD>. Address cover letter to Elaine Petrossian, Vice President, Human Resources & Operations. Please include salary requirement and potential start date. No calls, please. **Applications will be reviewed in a rolling basis with priority to those received by September 25, 2020. ACCESSMATTERS IS AN EQUAL OPPORTUNITY EMPLOYER.**