



Participant Navigator

Job Title:	Participant Navigator
FLSA Classification:	Non-Exempt
Department:	Participant Experience
Supervisor:	Director of Business Development

Job Summary

Under the direction of the Director of Business Development, the Participant Navigator will assist PACE participants to navigate the full spectrum of PACE services. The Participant Navigator will collaborate with IDT members to ensure that participants (PTP) understand their rights and responsibilities, while improving retention and PTP engagement.

Job Specific Duties

- Provide PACE program navigation assistance to PTPs
- Ensure that participants, families, and caregivers attain knowledge of PACE comprehensive health and psychosocial services, as well as PTP rights and responsibilities
- Assist PTPs to understand service delivery processes that include but are not limited to timely access to primary and specialty care, language interpreter services, medication management, access to day health center services, 24-hour nurse on-call services, homecare, and coordination of ED, Hospital, and SNF services
- Assist in eliminating barriers to PACE services with advocacy and strategic navigation
- Provide ongoing education, with motivational interviewing techniques to help PTPs remain compliant at participating in biannual interdisciplinary reassessments and at fulfilling care plan goals
- Assist Social Workers with concerns and negative feedback with the main goal of preventing disenrollment's
- Assist Social Workers to reduce and resolve PTP grievances
- Provides assistance with focus group facilitation and participant retention efforts
- Conducts frequent follow-up phone calls to participants, family members, and caregivers, with home visits as needed
- Provide escort assistance for offsite referral services as needed
- Assist with communication and coordination of care between PTPs and IDT members, including PTP Primary Care Providers
- Ability to pass PACE marketing exam
- Provide assistance with intake processes as needed
- Able to demonstrate strong organizational skills



- Adaptive with demonstrated ability to perform and prioritize multiple work tasks
- Maintains a professional and positive attitude at all times.
- Demonstrates compliance with Fresno PACE policies and procedures and DHCS/CMS regulatory requirements
- Attends trainings and meetings as required, participate in committees, in-services and other projects as assigned

Working Conditions and Physical Demands

The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds
- Ability to communicate verbally, with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment

Knowledge, Skills, and Abilities

- Working knowledge of physical, mental, spiritual, and social needs of the frail elderly and their families.
- Effective management skills.
- Ability to work with ethnically diverse populations.
- Ability to apply creative problem-solving skills to the complex issues.
- Ability to work with interdisciplinary teams.
- Strong organizational skills, flexible, resourceful, and energetic.
- Effective oral and written communication skills.

Requirements and Education

- Valid Driver's license
- Automobile insurance verification
- Ability to engage in local travel
- CPR certification
- Is medically cleared from communicable diseases and has all immunizations up-to-date before engaging in direct participant contact



- Minimum of 1 year working with the elderly.
- Experience as a Community Health Worker or similar training preferred.

Acknowledgment

I have read the above Participant Navigator Job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Fresno PACE for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.

Furthermore, Fresno PACE reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

I understand that employment at Fresno PACE is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Fresno PACE at any time and for any reason.

Employee Signature Date

Fresno PACE Representative Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

Written Date:	08/01/2014	Revised Date:	08/24/2018
Last Review Date:	06/21/2017	Discontinued Date:	
Approved By:	Governance Committee	Approved Date:	08/29/2018