



Organization: Vecinos, Inc.

Address: 3971 Little Savannah Rd, 173 HHS, WCU Cullowhee, NC 28723

Phone: (828) 293-2274

Website: www.vecinos.org

Position: Patient Navigator

Location: Cullowhee, NC, with option to work from home.

Compensation: \$18-23 per hour

Benefits: Insurance, Retirement and Vacation

Classification: Non-Exempt, Permanent, Full-Time

Organization Description: Vecinos is a non-profit, 501(c)3 Free Clinic that provides bilingual integrated primary and mental health care, mobile clinic services, health education, and case management to uninsured, low-income adults in the far-western NC counties. We offer a positive, supportive, and team-oriented atmosphere. We work in a non-traditional environment with limited resources. Schedules and hours vary throughout the year.

Purpose: The Patient Navigator helps guide the patient through the healthcare system, working to overcome barriers that prevent a patient from receiving the care and treatment they require.

Job Responsibilities

- Referrals coordination, including scheduling, patient communication, internal services coordination
- Conduct follow-up with referral providers, internal team members, and patients as needed to ensure services are fully rendered
- Obtain medical records as needed for continuity of care
- Assist RN Quality Manager with referrals completion, patient experience and reporting measures
- Conduct patient eligibility screening for Vecinos and partner services
- Assist patients in completing medication and financial assistance forms
- Inform the patient on financial aspects of care and link the patient to financial resources as needed
- Perform appropriate documentation in the EHR, AthenaNet
- Coordinate or accommodate interpretive language services when needed
- Track specialist co-pay assistance fund expenditures
- Facilitate communication between the patient, family members, and healthcare providers to ensure patient satisfaction and quality of care

Required Qualifications

- Native or near-native English/Spanish fluency
- Excellent written and oral communication skills in English and Spanish
- One year of previous healthcare or relevant social work experience
- High School Diploma or Associate's Degree in related field



- Excellent computer skills and ability to manage a variety of online medication and financial assistance platforms
- Highly organized and attentive to detail with a proactive attitude
- Empathetic attitude, with an ability to offer emotional support
- Passion for the proper care and well-being of patients
- Able to multitask and work effectively both independently and as a team member
- Cultural sensitivity, a caring and confident demeanor, flexibility, dependability, high energy-level, willingness to work in a nontraditional/non-clinical setting, a professional attitude, desire to serve uninsured/underserved populations

Preferred Qualifications

- Bachelor's Degree in social work, public health, or another relevant field
- Previous case management and referrals experience
- Lived experience as a member of a farmworker family and/or Latinx population

Submit Cover Letter and Resume to: jobs@vecinosinc.org