



Job Title	Medical Navigator I	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	5	Job Code	18273

Class Specification – Medical Navigator I

Summary Statement:	
<p>The purpose of this position is to perform assessment, navigation, symptom/ behavior modification, as well as, team oversight duties. Work with community citizens who have been identified as super utilizers (members) with in the Emergency Medical System, to include 911 and Emergency Department over usage. Work with the member through crisis and symptom management, into the health maintenance phase and sometimes at the end of life. Work closely with members to identify and address the barriers that keep members from getting ongoing resources and treatment they need. Also coordinate care, provide medical/ social information tailored to the needs of each member, and provide motivation and support. Assist with referral management and intakes into the CARES program and work in a team with a Behavioral Health Clinical Navigator to manage an integrated caseload.</p>	
Essential Functions	Note: Regular and predictable attendance in the performance of this job is an essential function.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
70%	Conduct intensive case management for members on a daily basis; complete medical intake for those individuals referred to the CARES program; and coordination of care for CARES members as the need arises in their intervention. Implement behavioral modification around medical issues and barriers to appropriate treatment; conduct individualized health education and support for CARES members as needed; and create Intervention planning/ goal setting for each member on caseload and review monthly.
20%	Participate in case consultation both internal/ and external as needed to assist compliance of member; interact in professional to professional communication as needed to advocate for member; complete case conceptualization presentation as needed in grand rounds and community meetings; and assist with referral management, input, and acquisition.
10%	Provide community trainings/ education upon request; and assist with community outreach, building relationships with partners/ agencies, and maintaining positive alliances.



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Competencies Required:

Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to completion of the twelfth grade (high school diploma or GED).

Experience: One year of full-time experience in an Emergency Medical Services environment as a Paramedic or Licensed Practical Nurse.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Colorado Driver's License	Upon hire
Certifications required in accordance with standards established by departmental policy.	



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Supervision Exercised:
Position has no responsibility for the direction or supervision of others.
Supervision Received:
Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
This job title has no budgetary responsibility.

Physical Demands:
Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.

Environmental Conditions	Frequency
Primary Work Environment	Office with some outside
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Occasionally

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.
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Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original date: August 2017