



Job Title	Registered Nurse Navigator	FLSA Status	Non-Exempt
Band	PAR	Probationary Period	12 Months
Zone	7	Job Code	18263

Class Specification – Registered Nurse Navigator

Summary Statement:
 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 with in the Emergency Medical System, to include 911 and Emergency Department over usage. Work with the members 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. Work in a team with a Behavioral Health Clinical Navigator to manage an integrated caseload and will have some task oversight expectations along with managing more challenging clientele.

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.
45%	Conduct intensive case management for assigned members on a daily basis; conduct individualized health education and support for CARES members as needed; coordination of care for CARES members as the need arises in their intervention; and manage a caseload of 30+ CARES members, with up to 30% considered high needs. Coordinate and facilitate in home/ community interventions to assist member with accessing appropriate care; assist member in identifying and reconciling barriers to treatment/ appropriate care; and CARES team collaboration for members identified as high needs on at least a weekly basis. Implement behavioral modification around medical issues and barriers to appropriate treatment during interventions; complete medical intakes for those individuals referred to the CARES program bi-weekly, as assigned; and formulate Intervention plans/ goal setting for each member on caseload and to measure progress. Review intervention plans for assigned members monthly, update as needed; document all interactions that occur in regards to assigned members daily; and monitor EMS activity for assigned members weekly.
15%	Participate in case consultation both internal/ and external as needed to assist



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	<p>compliance of member; interact in professional to professional communication on a regular basis to advocate for member; and complete case conceptualization/ differential diagnosis/ presentation as needed in grand rounds and community meetings. Assist with referral management, input and acquisition, as assigned, weekly; work in conjunction with the behavioral health team to identify maladaptive behavioral patterns with medical care as needed; and coordinate schedules with fellow navigators and set up transportation to facilitate in-home/ community interventions. Consult with lower level navigators when intervention concerns arise and assist supervisor with data collection for performance reporting as assigned.</p>
40%	<p>Task oversight for medical navigation team and consultation with the Deputy Medical Director/ CARES supervisor; represent CPH at community meetings and report back outcomes to supervisor; provide community trainings/ education upon request; and assist with community outreach, building relationships with partners/ agencies, and maintaining positive alliances. Assign of high needs/ high intensity clients that require a more experienced knowledge base; review all intervention plans for adherence to expectations and relevance; monitor EMR interactions and notifications for team members for compliance weekly; and involve management of navigators/ case managers to insure appropriate practice and working within scope.</p>

Competencies Required:	
<p>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.</p>	
<p>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.</p>	
<p>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.</p>	
<p>Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries</p>	



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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: Associate’s Degree or diploma from an accredited college or university with major coursework in nursing, or related field.

Experience: Three years of full-time professional experience in nursing and one year of supervisory experience.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

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

Colorado Driver’s License	Upon hire
Colorado RN (registered nurse) license or Nurse Licensure Compact	Upon hire
Certifications required in accordance with standards established by departmental policy.	

Supervision Exercised:

Work requires functioning as a lead worker performing essentially the same work as those directed,



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and includes overseeing work quality, training, instructing, and scheduling of work.

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.

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