**RIVERSIDE COMMUNITY HEALTH FOUNDATION**

**POSITION DESCRIPTION**

**Position Title:**  Client Navigation and Outreach Worker

**Reports To:** Director of Pink Ribbon Place

**FLSA Status**: Non-Exempt

**Position Summary:**Client Navigation and Outreach Worker serves as a point of contact for clients and caregivers to provide resources and assistance in accessing services offered within and outside of The Riverside Community Health Foundation, specifically Pink Ribbon Place. Client Navigation and Outreach Worker facilitates client appointments, fosters relationships with clients and other care providers to assist clients in accessing the support services they need to successfully navigate their cancer journey. The position also provides support to The Pink Ribbon Place with a variety of administrative duties, community outreach engagement strategies, and responsibilities to expand and strengthen client support services.

**Position Responsibilities**

1. Uphold and support the mission, vision, objectives, policies and ethics of RCHF
2. Assist the Director of Pink Ribbon Place and team with strategic direction for The Pink Ribbon Place
3. Function as a liaison between PRP, clients, families, outpatient oncology clinics, primary care physicians, social service providers, and other support services.
4. Work to ensure social inclusion among PRP client population
5. Foster and maintain professional relationships with clients and partnering service providers; Assist with the development and cultivation of relationships with community leaders, agencies, and outreach organizations.
6. Assist clients with available resources, including educating eligible clients about appropriate community resources and support, both offered internally and externally
7. Assist in development and delivery of monthly program reports to Director of The Pink Ribbon Place; track and maintain all records, evaluation components, and submit reports on a timely basis
8. Develop and update annual individual work plan and assist with development and implementation of PRP program scope of work
9. Assist with the coordination of community and client programs, which includes but is not limited to classes, support groups, and special events (i.e. Pink on Parade and SoCal Women’s Cancer Conference).
10. Develop concise client intake summaries, and document recommendations made utilizing standardized care protocols in accordance with nationally recognized care guidelines.
11. Keep abreast of changes in Client Navigation standards and cancer-related support services to keep client navigation services relevant and current
12. Attend annual trainings to remain current in outreach and client navigation standards and share knowledge with organization staff members
13. Support the Pink Ribbon Place
14. Participate in community events and fairs representing RCHF and/or The Pink Ribbon Place

**Qualifications:**

Education:

High School diploma required, associate or bachelor’s degree from a regionally accredited institution preferred

Experience:

Minimum one-year experience in customer service and cancer related women’s health

Knowledge & Skills:

* Knowledge of medical terminology required.
* Knowledge of medical insurances and how they are used in a hospital/clinical based facility preferred.
* Able to communicate effectively; respond positively under changing circumstances; maintain patient confidentiality and a positive, supportive attitude toward clients and their families, co-workers and staff from various departments.
* Highly organized with excellent attention to detail and follow-through while managing multiple tasks
* Ability to develop and implement professional and community-based education programs
* Ability to contribute to moderately complex aspects of a project
* Ability to work independently and collaboratively
* Possession of problem solving, facilitation, decision making and critical thinking skills
* Ability to effectively interact with a diverse community population
* Ability to work independently with minimal supervision; self-motivated
* Ability to maintain poise and exercise diplomacy in contacts with partners, visitors, and fellow workers
* Proficiency in operation of various office machines and computer software programs
* Bilingual in Spanish preferred
* Ability to set goals and to work toward meeting those goals in an organized manner
* Ability to maintain the highest level of confidentiality in all work assigned
* Ability to read, write, speak and communicate effectively in English
* Ability to present a professional appearance both in dress and demeanor
* Ability to sit or stand for 5-6 hours, walk, bend/stoop, and twist/turn for up to 1-2 hours
* Ability to stand up/lift, lift and carry, lift overhead, and push/pull up to 10lbs
* Ability to follow directions

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President/CEO           Date

I have carefully read and understand this job description.  In addition, I can state for the record that I am able to perform all job requirements/functions as listed.

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Employee Date