Advocate Health Care
Administrative Internship Position Description (Non-Paid)

Title: Administrative Intern, Transition Support Program

Department: Physician Services; Transition Support/Navigation Services

Preceptor: Program Manager, Multi-Site; Project Leader, Transition Support Program

Purpose:
The Transition Support Program (TSP) helps patients and families navigate the complexities of the health care system and assists with the coordination of their follow-up care.

Responsibilities:
Administrative Interns in the Transition Support Program will work collaboratively with members of a patient’s multidisciplinary team, support program development and expansion, and perform the following functions:

1. Provide administrative support to the continued program development and expansion of the Transition Support Program, Future Health Leaders, and related initiatives at Advocate.
2. Provide navigation of the health care system for patients referred to the Transition Support Program.
3. Schedule and coordinate medical appointments, including primary care, specialist, and diagnostic testing and perform non-medical screen.
4. Introduce yourself as a Navigator and introduce the TSP to patient, family, and/or Power of Attorney and Surrogate Decision Maker (SDM). Explain that we are a navigation service that helps patients coordinate their follow-up appointments and medical care after leaving the hospital.
6. Through the use of our Crimson software, create referrals, schedule appointments, and mark appointment details in Crimson comments. Submit daily case report to program manager.
7. Provide consistent, longitudinal follow-up for patients via phone call.
8. Additional duties/projects as assigned by program staff.

Requirements:
- Able to commit to a minimum of two full-day shifts (8am-4pm, Monday through Friday) or total of 16 hours, for a minimum of one academic year at one of the following sites: Advocate Christ Medical Center, Advocate Good Samaritan Hospital, Advocate Illinois Masonic Medical Center, and Advocate Lutheran General Hospital.
- Pursuit of bachelor’s or graduate degree in Public Health, Health Care Management, Social Work, Education, or any health-science field preferred.
- 1-2 years of experience in a hospital or clinical environment working with patients, families, and staff.
- Bilingual in Spanish, Polish, Cantonese, and/or Mandarin a plus.
- Strong patient and family interaction skills and strong communication and relationship management skills.
• Strong self-motivation and well-developed collaboration and execution skills.
• Comfort working in a fast-paced clinical environment.

**Benefits:**
• All TSP Team Members who complete the required six months or two semester commitment will receive a Letter of Recommendation.
• Significant experience working in our inpatient and outpatient environments.
• Significant exposure with hospital leadership through supporting a priority Advocate Aurora Health initiative.
• Access to clinical education, leadership development, and professional development.
• Free parking in hospital garage.

**Basic Learning Objectives:**
• Apply academic learning to real world practice.
• Understand the implications of project assignments to organizational goals in a large, non-profit health system.
• Gain experience and further develop career skills (oral, written, interpersonal, and compassion) in a professional and medical setting.

**Behaviors of Excellence:** All TSP team members are expected to Be Safe, Respectful, Professional, Accountable, and Collaborative with our patients, families, partners, guests, and Team Members.

**Utilize BE SAFE Tools:**
• Pay Attention to Detail
• Communicate Clearly
• Have A Questioning Attitude
• Never Leave Your Wingman
• Handover Effectively

**Attendance:** You are expected to be at your assigned site (AIMMC, ACMC, AGSAM, and/or ALGH), on-time, all scheduled days. As a Volunteer Navigator in the TSP, you are allowed extended breaks/vacation. However, the Program Manager or Project Leader must be notified at least 14 days in advance. Unexcused absences, leaving early, and tardiness are not tolerated.

**Lunch:** You are entitled to a 30-minute lunch for each full-day (eight-hour shift).

**Hand Hygiene:** All Advocate Leaders are required to perform daily hand hygiene observations for all staff. All TSP team members are expected to perform proper handwashing technique when entering/exiting patient rooms.

**HIPAA Compliance:** Please use BE SAFE behaviors when communicating, handling, or transmitting protected health information (PHI).

**Volunteer:** As an Advocate Volunteer, you will be expected to adhere to all policies and protocols for each individual Advocate hospital you are supporting. Failure to do so will result in Memo of Concern and/or possible volunteer termination.