Advocate Health Care
Volunteer Position Description

Title: Navigator, Transition Support Program

Department: Transition Support/Navigation Services

Manager: Program Manager, Multi-Site, and 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:
Navigators in the Transition Support Program are volunteers who can work collaboratively with members of a patient’s multidisciplinary team and perform the following functions:

1. Provide navigation of the health care system for patients referred to the Transition Support Program.
2. Perform morning and afternoon rounding to meet with inpatients referred to program and perform transitional screening for both medical and non-medical services needed.
3. Schedule and coordinate medical appointments, including primary care, specialist, and diagnostic testing.
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), for a minimum of six months at one of the following sites: ACMC, AGSAM, AIMMC, or ALGH.
- Bachelor’s Degree and pursuit of related graduate degree (MPH, MSW, MHA, etc.) required.
- 2-3 years of experience in a hospital or clinical environment working with patients, families, and staff.
- International Medical Graduate (IMG) certification or clinical credential/license a plus.
- 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 problem-solving/execution skills.
- Comfortable working in a fast-paced clinical environment.

Created By: Mervin Dino, Program Manager, Multi-Site
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Benefits:
- All TSP Team Members who complete the required six months or two semester commitment will receive a Letter of Recommendation, with potential for letter from member of hospital Leadership Team.
- Significant experience working in our inpatient and outpatient environments.
- Significant exposure with hospital leadership through supporting a critical Advocate Aurora Health initiative.
- Access to clinical education, leadership development, and professional development.
- Free parking in hospital garage.

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

Commitment: All Navigators must commit to a minimum of two full-days per week (8am-4pm) for six months. After six months, Navigators will be eligible to apply for Lead Navigator status.

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.