

Bilingual Care Navigator (Spanish/English)

Project Access Nashville Specialty Care

Position Summary:

Project Access Nashville Specialty Care (PANSC), a program of the Nashville Academy of Medicine and Medical Foundation of Nashville, provides access to specialty care to Nashville's uninsured who are 200% or below of poverty in Davidson, Williamson, and Rutherford Counties. The care navigator serves as a front-line liaison and advocate for patients, helping to connect them to the care they need. This position provides individualized, needs-driven, patient-family centered, case management services to patients and their families, including connecting the patient to internal and community services that improve health and well-being. The position plays an integral role in maintaining the integrity of the program, and directly interacts with Spanish-speaking patients as well as clinic office staff. The ability to protect confidential information is critical. Excellent communication skills, both written and verbal, are essential. Spanish proficiency is required.

Job functions:

- Maintains positive relationships with patients and program partners.
- Requires ability to interact with a variety of people
- Directly responsible for managing referrals received from clinics, with precise attention to detail, process, and follow-through
- Outreach to patients for follow-up and phone calls
- Collects and evaluates financial and residency information from patients
- Must handle difficult interpersonal situations with integrity
- Significant data entry and record maintenance
- All other duties as assigned

Duties:

- Work closely to coordinate patient care, communicating with patients along the way.
- Track, manage, process referrals from more than 42 clinics into PANSC network.
 - Receive fax / discuss medical issues and potential eligibility with clinic provider
 - Determine eligibility of patients
 - Collect financial records from patients.
 - Communicate appointment information and other instructions to patient, via phone and mail.
 - Follow up with and re-verify patients as needed.
- Patient Advocacy (Helping Spanish-speaking patients navigate health care system and locate additional resources beyond the scope of our program when needed).
- Answer incoming phone calls.
- Assist other staff members as needed.

Requirements:

- Passionate about helping the underserved and in full agreement with our mission and core values
- Requires a minimum of a two-year post-secondary education. Four-year degree preferred. Current students near graduation will be considered.
- Strong attention to detail is required.
- One year of work experience preferred. Internships will also be considered.
- Fluency, both written and verbal, in Spanish and English.
- Exceptional interpersonal and relational skills.
- Must be a team player.
- Ability to quickly learn and adapt new skills.
- Exceptional multi-tasking skills are critical for success in this role.
- Excellent customer service and organizational skills.
- Proven ability to communicate both in written and verbal forms with people from a variety of backgrounds.
- Proficiency in the Microsoft Office suite of computer programs (Word, Excel, etc.)

Functional Competencies: Organizational skills, prioritization, communication, teamwork, time management, initiative, reliable and dependable, conflict resolution, customer service and interpersonal skills.

The Nashville Academy of Medicine / Medical Foundation of Nashville is an equal opportunity employer.

Application Instructions:

Please email resume and a cover letter addressing the question below to info@nashvillemedicine.org with “Spanish-Bilingual Care Navigator” in the subject line with your name. No phone calls please.

1. Please describe your education and practical experience with the Spanish language.