



Bilingual Regional Care Navigator / Bilingual Care Coordinator (Spanish/English)

Medical Foundation of Nashville
Nashville Academy of Medicine

Organization:

The Nashville Academy of Medicine, established in 1821, is a professional organization that has grown from seven physicians to nearly 2,300 since its inception. NAM represents the medical profession in matters of importance to our members and the community they serve. Maintaining the integrity of the medical profession and ensuring that physicians can continue to provide patients with excellent care has been our strength for generations.

The Medical Foundation of Nashville empowers our community by supporting health access, promoting healthy lifestyles, championing health and medical education, and cooperating with other charitable entities to work towards a healthier Nashville. Specific activities include public health education, coordinated charity care, and education for physicians and physicians in training.

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 Middle Tennessee. 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 55 clinics into PANSC network.
- Receive fax / discuss medical issues and potential eligibility with clinic providers.
- Determine eligibility of patients.
- Collect financial records from patients.
- Communicate appointment information and other instructions to patients, 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:

- Live in one of the following cities or counties:
 - Dickson – Dickson County
 - Carthage – Smith County
 - Centerville – Hickman County
 - Cookeville – Putnam County
 - Lebanon – Wilson County
 - Manchester – Coffee County
 - Murfreesboro – South Region of Rutherford County
 - Smithville – DeKalb County

- Woodbury – Cannon County
- 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 to 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 submit resume and a cover letter addressing the question below with “Spanish-Bilingual Care Navigator” in the subject line with your name to paninfo@nashvillemedicine.org. No phone calls please.

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

Job Type: Full-time

Salary: \$18.00 - \$20.00 per hour

Expected hours: 40 per week, 8:30AM to 4:30PM Monday through Friday

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

- Vision insurance

Schedule:

- Monday to Friday

Ability to commute/relocate:

- Nashville, TN 37205: Reliably commute or planning to relocate before starting work (Required)

Education:

- Associate (Required)

Experience:

- Customer service: 1 year (Preferred)

Language:

- Spanish (Required)

Work Location:

- First 90-day will be full-time in office.
- Following the first 90-days, the position transitions to hybrid – remote two to three days and in office the remaining days.