



Position title: Patient Care Navigator
Reports to: Care Coordination Program Manager
Position type: Salary; Exempt
Hours: M-F; multiple schedule options may be available
Salary: Starts at \$58,000
Benefits: Health, Dental and Vision Coverage; PTO including most federal holidays; 401k eligibility after six months of employment, unlimited ORCA card if desired, 2 hours self-care time per week, and up to \$1000 professional development funds per calendar year

WHO WE ARE:

The Hepatitis Education Project (HEP) is a Seattle-based 501(c)(3) nonprofit agency committed to improving health of underserved communities disproportionately impacted by viral hepatitis and envisions a world where everybody has access to affordable, high-quality care to support all their health needs. Driven by the values and principles of social justice and harm reduction, our programs include Prevention and Outreach, which includes a syringe services program, Medical Case Management, Patient Care Navigation for MOUD (medications for opioid use disorder) treatment, Correctional Health, and Policy and Advocacy. Through these programs, HEP serves people at risk for or living with viral hepatitis, with a focus on disproportionately impacted communities including people experiencing homelessness and/or housing instability; people who are uninsured/underinsured; people who use drugs; incarcerated or formerly incarcerated individuals; and immigrant and refugee communities. HEP aims to improve the health of marginalized communities in King County, Washington by providing low-barrier services that reduce the negative consequences associated with drug use, homelessness, incarceration, and infectious diseases.

Black, Indigenous, and People of Color (BIPOC), LGBTQIA+-identified people, and individuals whose lived experience has been affected by drug use, homelessness/housing insecurity, incarceration, and/or viral hepatitis are strongly encouraged to apply.

PROGRAM DESCRIPTION:

The Care Coordination Program provides direct services to people with hepatitis C and supports client-identified goals and reducing barriers to treatment and care. Care Coordination team members engage in community outreach to provide testing, education, referral, and case management services to clients disproportionately impacted by viral hepatitis, homelessness, and substance use. Community sites include low-barrier housing, substance use treatment programs, syringe services programs, encampments, and health fairs, etc. HEP's Care Coordination Program houses one of the first hepatitis C case management programs in the country, responsible for identifying people living with hepatitis C and linking them to medical care and treatment. The Care Coordination Program also provides patient care navigation and support for the Seattle STEP Clinic, a low-barrier medications for opioid use clinic located on-site at HEP, in partnership with Country Doctor Community Health Centers. Additionally, Care Coordination Program staff provide harm reduction services, safer use education, behavioral health referrals and other supportive services to clients participating in HEP's syringe service program.

POSITION DESCRIPTION:

HEP is seeking a full-time Patient Care Navigator to provide comprehensive case management, patient navigation for substance use, harm reduction services, health education and systems navigation, and viral hepatitis and infectious disease testing. The Patient Care Navigator position is a direct service role based in-person at HEP's Seattle office, with

client encounters primarily occurring at HEP and the Country Doctor Community Health Center's collaboration MOUD treatment clinic, the Seattle STEP Clinic.

RESPONSIBILITIES INCLUDE:

- Providing comprehensive case management and care coordination services to people with hepatitis C and/or seeking treatment for substance use disorders
- Using Apricot/Epic EHR to manage STEP client appointments and chart client encounters outside of clinic hours and follow-up with clinic clients for primary care, HCV treatment and other purposes
- Developing and maintaining collaborative, trusting, relationships with assigned clients to support individualized service planning aimed at improving client autonomy
- Guiding patients throughout appointment process to ensure that they have completed all needed steps and requirements as indicated in clinic workflow
- Determining client eligibility and support enrollment for social and medical programs, including government benefits, health insurance, and patient assistance programs
- Developing interdisciplinary partnerships with medical and social service providers to improve linkage to care outcomes for people with hepatitis C and opioid use disorders
- Delivering medically accurate and appropriate viral hepatitis and harm reduction education to patients, community members, and providers
- Assessing client needs for behavioral health services and facilitating referral and engagement to internal and external programs, as appropriate
- Maintaining records of past patient appointments in both paper files and HEP Apricot database, including infectious disease status and GPRA administration
- Assisting in resolving insurance and pharmacy issues outside of normal clinic hours
- Maintaining work standards to ensure compliance with HIPAA, Human Subject Protections, Case Management ethics and other agency guidelines
- Complying with program research and outcomes procedures and participating in quality assurance projects, as indicated
- Other duties and responsibilities as assigned

DESIRED CANDIDATE QUALIFICATIONS:

- Lived/living experience or education that demonstrates an understanding of homelessness or unstable housing, substance use, and/or incarceration
- Three or more years working in social welfare, homelessness, substance use, outreach, and/or case management services, or transferable experience
- Experience providing services and interventions from a strengths-based, harm reduction framework
- Foreign language proficiency in one of King County's [top 20 most common languages](#) preferred and incentivized
- Ability to work with self-direction and flexibility in an environment that encourages collaboration among team and across programs to improve continuity of care for clients

To apply please send resume and cover letter to resumes@hepeducation.org. Please put the position title in the subject line.

Resumes without cover letter will not be considered.

As per Governor Inslee's Proclamation 21-14, all HEP staff, volunteers, and contractors are required to be fully vaccinated against COVID-19. All new staff will be required to provide proof of vaccination, or submit a substantiated exemption under applicable law, before they begin work on-site at our Seattle office.