



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

Reannoucement

EXAMINATION ANNOUNCEMENT NO. 25-136

POSITION:	Patient Navigator II	OPENING DATE:	<u>01/21/2026</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>02/03/2026</u>
SALARY:	\$26,626.08 - \$33,983.04 P/A		
PAY LEVEL:	04/01 – 04/06		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Non-Communicable Disease Program, Public Health Services Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

The Patient Navigator II serves as a primary point of contact for clients and patients, providing support throughout their healthcare journey. This role focuses on facilitating access to care, removing barriers, coordinating services, and supporting patient self-management to improve health outcomes. The incumbent will work closely with care teams, public health programs, and community partners to ensure seamless, culturally competent service delivery. This position is under the direct supervision of the Program Manager and located at the Public Health Services (PHS), Non-Communicable Disease Programs (NCDP), section at the Commonwealth Healthcare Corporation (CHCC).

DUTIES:

Patient/Client Navigation and Support:

- Establish and maintain strong, supportive relationships with patients and clients.
- Provide personalized guidance to patients seeking preventive care services (e.g., tobacco cessation, nutrition classes, immunizations, family planning, WIC, etc.).
- Assist patients in understanding their diagnoses, treatment options, and available resources.
- Support patients in setting and attending appointments and following up on referrals and care plans.
- Empower patients to manage chronic diseases through education and support to improve long-term health outcomes.
- Implement and evaluate strategies that reduce barriers to care and promote participation in prevention programs.

Care Coordination:

- Participate in care transition meetings for both inpatient and outpatient cases to support continuity of care.
- Observe, assess, and communicate patient needs and concerns to healthcare providers and support staff.
- Serve as a liaison between patients and care providers to promote effective communication and coordination.
- Prepare and share case summaries and quarterly reports with care teams and supervisors.
- Maintain accurate and timely documentation of all relevant client interactions and services provided.

Resource Identification and Referral:

- Stay informed of local, regional, and national programs and services available to support patients' health needs.
- Connect patients with internal and external programs such as CHCC services, CARES Oncology, Nutrition Assistance Program (NAP), and other relevant organizations.
- Collaborate with internal staff to develop and distribute culturally competent educational materials.

Confidentiality and Compliance:

- Maintain strict confidentiality in accordance with CHCC policies and Health Insurance Portability and Accountability Act (HIPAA) regulations.
- Stay up to date on patient rights and healthcare regulations to ensure compliance in all interactions.

Community Engagement and Outreach:

- Participate in public health outreach events to promote access to CHCC's NCD programs and other health services.
- Represent CHCC at professional meetings, conferences, and in-service trainings with supervisor approval.
- Must be able to travel.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Any combination equivalent to an Associate's degree in human services, liberal arts, or nursing.

Experience: Two (2) years' experience working with clients, providing counseling, or human services assistance to community. Must have an understanding of Non-Communicable Diseases and risk factors.

Licenses/Certifications: Must have a valid CNMI driver's license.

Other: Ability to work independently, make sensitive and complex management decisions. Skills in empowering patients/clients' community engagement and community partnership building. Must be able to work with multi-agencies, have good time management and writing skills, proficient typing and Microsoft Office programs skills, is competent in preparing reports, able to attend regional and national meetings, and fluent in English. Preferred skills: Motivation interviewing skills and case management

KNOWLEDGE/ SKILL/ ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, and agency rules etc.
- Chronic diseases and it's associate risk factors.
- Active listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Motivational Interviewing Skills – Able to actively listen to clients, express empathy through reflective listening, support self-efficacy, and adjust people resistance respectfully than opposing directly.
- Organizational Skills – Able to complete tasks in a timely manner to meet program outcomes.
- Service Orientation – Actively looking for ways to help people
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Microsoft Office Software – Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Access, Microsoft Publisher.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences. See more occupations related to this ability.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Flexibility – The ability to generate or use different set of rules for combining or grouping things in different way to provide quality services to people.
- Originality - The ability to come up with ideas about a topic or situation to solve a problem.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is **“Non-Exempt”** or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business

requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security ; *subject to funding availability through federal funds awarded to the CNMI CHCC Cancer Program not to exceed 06/29/2026.*

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: "Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any."*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.