



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 26-128

POSITION: **Patient Navigator II** OPENING DATE: **10/01/2026**

NO. OF VACANCIES: **1** CLOSING DATE: **10/15/2026**

SALARY: **\$26,626.08 - \$32,364.80 P/A**

PAY LEVEL: **04/01 – 04/05**

LOCATION: *The salary given will be determined by the qualifications of the appointee.*
Health System Network Program, Commonwealth Healthcare Corporation,
Rota Health Center, Rota

NATURE OF WORK:

This position is located at Rota Health Center (RHC) and works under the direct supervision of the Resident Director (RD). The Patient Navigator provides a wide range of administrative and patient referral services to support patients in accessing timely and appropriate healthcare. Responsibilities include coordinating patient referrals, scheduling appointments, assisting with medical and community resource connections, maintaining accurate patient records, communicating with healthcare providers and referral agencies, and providing patients with information and guidance throughout the referral process. The Patient Navigator also helps address barriers to care, facilitates communication between patients and health professionals, and performs related administrative duties to promote continuity, accessibility, and quality of patient care.

DUTIES:

- Responsible for the processing and monitoring of all referral cases by medical providers.
- Responsible for coordinating and following through patient referral cases which include medical appointments, airline reservations, ground transportation, and special accommodations based on medical needs.
- Make follow-up calls and written communications to any or all entities involved in the referral process to determine the status of each case and work on the resolution of issues identified.
- Advocate for clients/patients to ensure that services are provided appropriately and in a timely fashion.
- Prepare patients' referral package to be submitted as applicable to the Inter-Island Medical Referral Program (IIMR) and/or Health Network Program (HNP).
- Maintain knowledge of medical services and resources available to patients.
- Investigate and direct patient inquiries or complaints to appropriate medical staff members and follow up to ensure satisfactory resolution.
- Communicate with Rota Liaison Office, DFEMS, DPS and/or HSEM/DOD in the transport of medical evacuation patients. Prepare reports, letters, case histories, and medical records.
- Prepare monthly/quarterly/yearly medical referral reports and other reports as requested by the Resident Director.
- Must be able to provide 24/7 on-call coverage. Employee will be called upon anytime when there is a need to refer patients.
- Work closely with IIMR, HNP, CHCC Travel Coordinator, and other appropriate CHCC Personnel to create and maintain Program/Departmental policies and operational trainings.
- Performs other duties as assigned by the Resident Director.

QUALIFICATION REQUIREMENTS:

Education: Any combination equivalent to graduation from a recognized college or university with an Associate's degree in human services, liberal arts, or nursing.

Experience: Two (2) years of experience in a clinical setting. Preferred skills in counseling, case management, nursing, or human services assistance to the community. Must have knowledge of chronic diseases and its associated risk factors. Must be able to work with multi-agencies, and various demographics, have proficient writing skills, proficient typing and computer skills, Microsoft Office programs skills, experience with media development, oral presentation skills, and fluent in English.

Licenses/Certifications: Must have a valid CNMI driver's license, and have the ability to drive independently to fulfill the job duties.

KNOWLEDGE/SKILL/ABILITY:

- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- 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.
- Knowledge of computer skills, including proficiency in word processing and spreadsheet are important.
- Knowledge of patient services and medical terminology.
- Excellent written and oral communication skills.
- Excellent organization and attention to details.
- 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.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to prioritize tasks and meet deadlines.
- Ability to work in a team environment and in an emergency situation.
- Strong interpersonal skills.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to tell when something is wrong or is likely to go wrong and communicate the situation to the Resident Director or designee.
- Ability to communicate information and ideas in writing so others will understand.
- Ability to maintain professionally ethical standards in all patient/family interactions.
- Ability to work as part of a team.
- Ability to work independently; exercise good time management skills.

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.

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) 234-8951 ext. 3444/3410/3427/3584/3443/3583

Trunk Line: (670) 234-8950 ext. 3444/3410/3427/3584/3443/3583

Fax Line: (670) 233-8756

10/01/2026 tcs

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.*