



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 23-114

POSITION: **Patient Navigator II** OPENING DATE: **05/23/2023**

NO. OF VACANCIES: **1** CLOSING DATE: **06/12/2023**

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:

Incumbent in this position This position is located at Rota Health Center (RHC) under the direct supervision of the Rota Resident Director (RD), the Patient Navigator II is responsible for providing a wide range of administrative and patient services.

DUTIES:

- Responsible for the processing and monitoring of all referral cases by medical providers.
- Responsible for coordinating and following through patient referral cases which includes: 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 (ICMR) and/or Health System Network Program (HSNP).
- 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, Department of Fire and Emergency Medical Services (DFEMS), Department of Public Safety (DPS) and/or U.S. Coast Guard in the transport of medical evacuation patients.
- Prepare reports, letter, case histories and medical records.
- Prepare monthly/quarterly/yearly medical referral operations 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 ICMR, HSNP, Commonwealth Healthcare Corporation (CHCC) Travel Coordinator and other appropriate CHCC Personnel to create and maintain Program/Departmental policies and operational trainings.
- Performs other related duties as assigned.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.

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' experience in a clinical setting. Preferred skills in counseling, case management, nursing, or human services assistance to community. Must have knowledge on 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.

KNOWLEDGE/SKILL/ABILITY:

- Knowledge of local, state, and federal rules and regulations related to environmental public health.
- 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.
- Working knowledge of methods, principles, techniques and practices of environmental health and sanitation; procedures and practices of disease control; sanitary standards for retail food establishments, institutional care facilities, schools, daycares, and lodging facilities.
- 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.
- Must have skill and confidence to provide education and enforcement in regulated businesses to ensure understanding and compliance.
- Must have strong organizational, communication and interpersonal skills, works efficiently and effectively under pressure, display initiative and be detail oriented and adaptable to shifting priorities.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- 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.
- Static Strength — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk Strength — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.
- Extent Flexibility — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Manual dexterity to board rocking vessel plank and gangway while maintaining body equilibrium.
- Ability to learn, interpret, and apply environmental laws, rules, regulations, policies, and procedures governing environmental public health programs.
- Ability to plan, organize, analyze, and evaluate facts.
- Ability to apply field investigative techniques, data gathering, and basic research.
- Ability to prepare technical reports and other written documents, and maintain records in an organized manner.
- Ability to work effectively with the public and employees.
- Ability to communicate clearly, concisely, and effectively both orally and in writing.
- Ability to calibrate, operate and maintain a variety of analytical instruments and equipment.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening (Covid-19 vaccine required) 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) 236-8205/8210/8729/8202

Trunk Line: (670) 234-8950 ext. 3580/3581/3583

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.*