



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 24-152

POSITION:	Patient Navigator II	OPENING DATE:	<u>10/29/2024</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>11/13/2024</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 Programs, Public Health Services Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

Through supporting the delivery of NCDP project activities, the objectives of the positions are: to strengthen links between NCDP project activities and CHCC clinical services leading to sustained and improve health outcomes; to decrease barriers for patients/clients to seek and receive care, treatment, and/or services; and to provide patients/clients community resources, support, and guidance to manage their chronic disease(s). This position is under the direct supervision of the Program Manager and located at the Public Health Services at the Commonwealth Healthcare Corporation.

DUTIES:

- Establishes rapport and serves as a point of contact for CHCC outpatient clients/patients who are diagnosed with non-communicable disease(s) such as diabetes, hypertension, cancer, etc.
- Refers CHCC outpatient clients/patients to community resources from mental and physical illness and to provide access to preventative care services such as Nicotine Cessation, Kidney Health, chronic disease management education, and other health and wellness courses.
- Assists CHCC outpatient clients/patients to adopt and utilize self-management techniques.
- Assists CHCC outpatient clients/patients schedule appointments and follow up on results.
- Advocates for client/patient rights and regulations to resolve crisis.
- Serves as a liaison between patients and health care providers, when needed.
- Assists CHCC outpatient clients/patients to adopt and utilize self-management techniques.
- Assists CHCC outpatient clients/patients in understanding their diagnosis, treatment options, and resource available.
- Compiles resources for clients/patients to overcome barriers to care or prevention programs.
- Collaborates with staff to develop culturally competent materials to aid CHCC outpatient clients/patients.
- Researches any services offered by program throughout CNMI, regionally and nationally.
- Develops, monitors, and evaluates patient navigation protocols within CHCC.
- Provides quarterly analysis of clients/patients progress to supervisor and care team.
- Observes, assesses, and reports client/patient care on case-by-case basis with providers and/or support staff.
- Maintains documentation of all client/patients encounters that are relevant to secondary and tertiary prevention.
- Performs other duties assigned.

QUALIFICATION REQUIREMENTS:

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

Experience: Two (2) years of experience in a clinical setting.

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

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.

Other: 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.

KNOWLEDGE/SKILL/ABILITY:

- 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 its 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 06/29/2025.*

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

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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. 3416/3410/3427/3583

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.*

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