



# Patient Navigator

**ORGANIZATIONAL OVERVIEW:** The Achievable Foundation is a nonprofit Federal Qualified Community Health Center serving the needs of the low-income, uninsured, or underinsured community in Los Angeles. The main focus of our mission is addressing the unique health care needs of individuals with intellectual and developmental disabilities. Follow the link to see a brief video on the impact we have in the community:

<https://www.youtube.com/watch?v=zTPVN1p3Lg8>

## POSITION OVERVIEW

The Patient Navigator plays a key role in The Achievable Foundation's work to develop culturally competent strategies to increase healthcare access to vulnerable populations in our service area, especially members of the Hispanic community. The Patient Navigator will provide individualized assistance to potential and current patients to facilitate access to the healthcare system and works to overcome barriers that are in the way of the patient receiving the care and treatment they need. This individual's work will involve holding focus groups, attending community events, and providing insurance eligibility and enrollment services.

## DUTIES and RESPONSIBILITIES

- Help develop culturally competent outreach strategies, including the creation of outreach and education materials for various underrepresented communities such as the Latinx. This work will include developing, discovering and attending community events in order to promote options and the mission and services of the organization.
- Organize and lead focus groups with community members to identify barriers to care and help community members overcome these barriers and access the services needed.
- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured children and adults to access subsidized, low-cost and free health insurance programs through the health insurance marketplace (Covered CA), Medicaid, MHLA, and other state/county programs.
- Provide structured patient education on health coverage, engage in follow-up conversations and offer renewal assistance for enrolled individuals.
- Assist patients with enrollment in Achievable's patient portal and provide initial training to patients on benefits and use of the portal.
- Other duties as assigned.

## QUALIFICATIONS and REQUIRED SKILLS, KNOWLEDGE & EXPERIENCE

- Demonstrated knowledge of the Latinx community as well as other underrepresented communities.
- Ability to provide outreach and education in a group or individual settings.
- Ability to demonstrate strong communication skills.
- Bilingual English/Spanish (verbal and written proficiency) required.
- 1-2 years of experience in a health care setting strongly preferred.
- Ability to work independently and coordinate multiple tasks with competing demands.
- Certified Enrollment Counselor (CEC) preferred.
- Ability to work some evenings and weekends is required.
- Current valid California Driver's License and Insurance (required).

Interested candidates should send cover letter and resume via email to [employment@achievable.org](mailto:employment@achievable.org). Please be sure to include the job title in the subject line.

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