



Samaritan Health Center Patient Navigator

Samaritan Health Center is a faith-based clinic that has served our neighbors in Durham and the surrounding communities since 2009. We envision a community where all people have what they need to flourish, and our mission is to share the love of Christ by serving those in need through healthcare. The patient navigator is an essential member of the administrative team, collaborating with multiple colleagues and partners to ensure Samaritan Health Center patients receive the high-quality care they deserve before, during, and after their clinic visits.

Responsible For:

1. New Patient Enrollment (in collaboration with the Operations Director):
 - a. Speaking with interested patients in person and by phone regarding the registration process
 - b. Scheduling and completing new patient registration appointments: verifying eligibility for services, reviewing clinic policies, and scheduling first appointment
 - c. Ensuring all interested patients are welcomed and responded to promptly
 - d. Training and supporting enrollment colleagues or interns
 - e. Periodic review & renewal of patient registration per clinic policies
2. Enrolled Patient Services
 - a. Coordinating external referrals for Samaritan Health Center patients to Duke, UNC and elsewhere. This will include communicating with SHC providers, patients, and outside clinics, and addressing barriers to care such as applications for Financial Assistance.
 - b. Managing medication assistance programs (in collaboration with the Patient Services Coordinator): meeting with patients, collecting and submitting enrollment documents, communicating with providers, and coordinating annual renewals.
 - c. Collaborating with the Front Desk Coordinator to ensure patients are checked in and out promptly, appointments are confirmed, and phone calls are handled efficiently and correctly.
 - d. Interpreting for provider appointments as applicable
 - e. Serving as administrative support for a weekly evening clinic
3. Administrative Project Support
 - a. Processing records requests
 - b. Assisting patients with clinic transitions
 - c. Assist Patient Services Coordinator with vision clinic scheduling, reminders, and confirmation
 - d. Provide backup coverage for the Front Desk Coordinator and Patient Services Coordinator when either is unavailable.

Reports to:

Samaritan Health Center Executive Director.

Salary Range:

This is a full-time position with a salary range of \$45,000-\$50,000 annually, commensurate with education and experience.

For positions above 0.75 FTE, Samaritan Health Center offers enrollment in its QSEHRA (reimbursement account to cover individual health insurance premiums).

This position is eligible for three weeks paid time off per calendar year (prorated by start date for any staff hired mid-year). This time includes vacation, sick, and personal days, and is in addition to clinic observed holidays. Samaritan Health Center closes on eight federal holidays annually when they fall on a scheduled clinic day.

Desired Qualifications:

1. Active and personal Christian faith
2. Enthusiastic support of the mission, vision, and core values of Samaritan Health Center
3. A clear commitment to serving with discretion, humility, excellence, and compassion
4. Strong Spanish and English language skills: in person, in writing, and on the phone.
5. Ability to manage details correctly as well as organize and prioritize work appropriately and efficiently. This is a hands-on position, working with providers, patients and volunteers. Expect interruptions and new situations.
6. Proficiency with computers (Microsoft Word, Microsoft Excel, Google Workspace, Dropbox).
7. Training in Epic (electronic health record) will be required if not previously completed.
8. Excellent customer relations, teamwork, and communication skills both by phone and face to face.

To Apply:

Please submit resume and specific letter of interest to jobs@samaritanhealthcenter.org, with “Patient Navigator” in the subject line of email. No phone calls please.

For Samaritan Health Center staff, strong commitment to the mission and vision of Samaritan Health Center is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.

Legal Background in the United States

Samaritan Health Center is both an equal opportunity employer and a faith-based religious organization. Samaritan Health Center strictly prohibits and does not tolerate unlawful discrimination against employees on the basis of race, color, ancestry, national origin, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of Samaritan Health Center as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.