



Title: Patient Navigator  
Program: Fresno Vaccine Access for ALL Program (FVAAP)  
FTE: Full-Time  
Status: Non-Exempt  
Benefits: Full Benefits: Medical, Dental, Vision, and more  
Report to: Program Manager  
Location: The Fresno Center, Fresno CA

### **AGENCY**

The Fresno Center (TFC) is a 501(c)(3) non-profit organization highly sought for its cross-cultural expertise in the areas of health, law, and social integration. The organization provides services in employment, citizenship, leadership, networking, mental health, research, and advocacy. TFC continues to evolve to address the changing needs of new Americans through civic engagement, voting registration, and personal empowerment.

### **THE PROGRAM**

The Fresno Vaccine Access for All Program (FVVAP) will mobilize community outreach workers, which includes community health workers, patient navigators, and social support specialists, to outreach, educate, and assist individuals in accessing and receiving COVID-19 vaccinations, including activities such as conducting face-to-face outreach and reaching out directly to community members to educate them about the vaccine, assist individuals in making a vaccine appointment, provide resources to find convenient vaccine locations, and assist individuals with transportation or other needs to get to a vaccination site. FVAAP intends to address persistent health disparities and will offer support and resources to vulnerable and medically underserved communities, including racial and ethnic minority groups and individuals living in Fresno County, an area of high social vulnerability.

### **BASIC FUNCTIONS**

PNs will assist individuals and families with navigating the health care system. PN will providing information on the closest vaccine locations, assist clients with making vaccine appointments for individuals, make vaccine reminder calls/texts, and refer clients to the Social Support Specialist for additional support services to get to a vaccination site. PN should have a high level of awareness about the health care system.

### **DUTIES AND RESPONSIBILITIES**

- Assist individuals and families in negotiating service systems.
- High level of awareness about the program system.
- Responsible for helping people find and understand how to navigate programs.
- Establish cultural linkages between communities and providers.
- Facilitate outreach, eligibility determination, health promotion, referral, patient advocacy, and service coordination.
- Encourage the utilization of primary and preventive care.
- Assists clients to develop self-advocacy, communication and empowerment skills.
- Establishes close relationships with and serves as primary point of contact for clients.
- Track client information, schedules, files, and forms in a confidential manner.
- Track client attendance at medical appointments and patient navigation sessions and initiate outreach and missed appointment procedures, as necessary.
- Assist and advocate for individual and community health needs for underserved individuals to receive appropriate services.

- Attend and engage in all meetings pertaining to program.
- Act as a liaison between consumers, family members/caregivers and community services providers.
- Provide support for coordinated events as needed or directed by supervisor.
- Conduct face-to-face discussions adhering to safety guidelines and 6’ft social distancing rule.
- Identify and connect community members with resources.
- Meet with the team to evaluate program progress and outcomes.
- Develop monthly progress reports and submit them to HRSA.
- Perform other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

- High School Diploma or GED.
- Bachelor’s Degree preferred.
- Experience working in community outreach, and/or education programs preferred.
- Bilingual is a plus
- Access to a telephone, computer, and reliable internet connection, and transportation.
- Proficiency in MS Word, Excel, and Outlook Express, as well as data entry.
- Ability to comply with regulations and communicate official information in an appropriate manner.
- Advanced ability to coordinate efforts, facilitate intervention, and maintain records.
- Exceptional organizational skills and sound judgment.
- Excellent interpersonal skills to assist distressed individuals from different cultural backgrounds.
- Knowledge of principle and process for providing customer and personal service.

### **TRAINING AND PROFESSIONAL DEVELOPMENT**

- Satisfactorily complete comprehensive training delivered by FVAAP partners during onboarding
- Attend mandatory training as part of their orientation and onboarding and will comply with state and federal regulatory requirements related to protected health information and privacy.

### **PERSONAL QUALITIES**

- Commitment to the mission and values of the agency.
- Strong leadership skills.
- Ability to inspire others.
- Ability to maintain motivation to achieve goals while dealing with challenges.
- Committed to community building and development.

### **BENEFITS:**

- Medical, vision, and dental coverage.
- Life insurance coverage at annual salary.
- Sick leave, per personnel policy (7 days per year).
- 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- Vacation, per personnel policy (12 days per year).
- Holidays per personnel policy (currently 13 paid holidays per year)

### **CLOSING DATE: TBD – *Position is contingent upon funding***

To apply, please submit a cover letter, attention to Kellie Charfauros, resume, and three references, with Patient Navigator in the subject line and email them to [kellie.charfauros@fresnocenter.org](mailto:kellie.charfauros@fresnocenter.org). The Fresno Center values diversity and is an affirmative action employer. All interested individuals, including women, people of color, people over forty, and persons with disabilities are encouraged to apply.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classifications.