Patient Navigator - Gateway to Hope

Position Overview

Gateway to Hope (GTH), a growing women’s health nonprofit organization based in the St. Louis region and serving women across the state of Missouri and in Southern Illinois, seeks an experienced and thoughtful case manager to fulfill the role of Patient Navigator. The organization is at a critical juncture, rapidly growing and expanding its services to further its impact and fulfil its mission. We currently serve nearly 400 women living with breast cancer annually and expect this number to grow. This role focuses on deep and meaningful case management, for patients diagnosed with Stage 0-3 disease, throughout the duration of their treatment journey into survivorship. They will provide person centered care and uniquely developed interventions. Importantly, GTH is committed to the growth and development of diverse talent in the nonprofit sector; thus, we seek a navigator who brings a growth mindset to their work and will strive for continuous learning in the fields of oncology, healthcare landscape, and technology. GTH is committed to the development of this individual, providing supportive leadership, mentorship, and formal professional development. GTH seeks an individual who will demonstrate compassion, an understanding of the need to build trust with patients, and dedication to quality work our mission and community deserve. Our commitment to this individual is a workplace committed to inclusion and equity, where your compassion, commitment, and spirit can thrive.

The Patient Navigator is a valued member of the Program Team, reporting to the Programs Director. They serve as a case manager and in-house expert on cancer care. They assist GTH program recipients in navigating their breast cancer treatment options, health care systems, and financial needs by providing interventions that are supportive with the purpose of increasing quality of life and reducing distress. The GTH Patient Navigator aims to build a trusting relationship with patients, provide ongoing psychosocial support and education, and empowering the patients to self-advocate and communicate their needs their support systems and medical team. Additionally, this role has a component of outreach that includes providing information regarding GTH services to key community stakeholders. This person will work both independently and closely on a team, collaborating with GTH staff as needed to ensure quality of programs and services are being delivered and evaluated regularly. The individual who fulfils this role is adept at balancing multiple responsibilities with the ability to recognize shifting priorities in a fast-paced workflow.

To apply, please send resume and cover letter to heather@gthstl.org. Please note – interviews will not be scheduled until after January 3, 2022.

Primary duties and essential functions

- **Patient-Centered Care** (70% of your time)
  - **Intake new patients**: obtain necessary demographic, medical, and financial information to determine program eligibility; evaluate patient psychosocial needs through use of internal tools, clinical judgement, and interactions with patient and
treatment team; and complete internally necessary assessments of applicant, utilizing the information provided to determine patient centered GTH care

- **Collaborate with patients through their cancer journey**: determine goals and activities designed to increase positive health outcomes and quality of life while participating in GTH programming; provide emotional support services to individuals as needed; facilitate financial assistance portion of programming, based upon policies and procedures, including bill entry in organization payment system; and empower patients to be own best advocates through varying interventions when navigating complex healthcare systems

- **Educate & engage patients**: Educate patients and community on breast health and breast cancer basics that are rooted in research and data; and in collaboration with the Program Team, develop patient centered events, with clearly defined goals and objectives that are true to organizational values.

- **Maintain exceptional data quality**: track and enter accurate patient data in a timely manner through an online database, Salesforce; engage in ongoing database training and support; and collaborate with the Program Director to better utilize instructive data to serve patients.

- **Patient/Public Inquires**: Field Questions Related to Resources, Programs, and Services (10% of your time)
  - **Be a resource**: Provide information to multiple stakeholder groups, including referral sources and community members regarding GTH services and resources available to individuals seeking care; and in coordination with the Program team, respond to all inquiries, either by referring out to other resources or starting application process for GTH services

- **Outreach & Engagement** (10% of your time)
  - **Cultivate public interest in breast health**: With Program Director, identify and participate in outreach opportunities to expand reach of GTH program and services; and participate, as needed, in health fairs, activities, and events to promote GTH awareness in the community
  - **Be a regional leader**: With Program Team, participate in professional groups and coalitions to further the mission of GTH and programming; maintain and develop relationships with referral sources (e.g. social workers, nurses, navigators, community organizations, etc.); and collaborate with providers to ensure patients have access to additional resources

- **Learning & Growth**: Professional Development (10% of your time)
  - **Stretch into mastery**: Participate in internally assigned trainings to advance clinical interventions; maintain knowledge on palliative and hospice care, especially as it pertains to breast cancer; stay up-to-date on new oncology practices and research, medications, and therapies by attending educational meetings and workshops; maintain knowledge of social security, disability, and health insurance (public and private) policies and procedures; and develop thorough knowledge of available resources at the local, state, and national level

- **Plus More**: Perform other duties as expected of all GTH staff
**Characteristics and Qualifications**

- BSW/MSW preferred; knowledge of oncology and breast cancer a plus
- Minimum of 3 years Case management experience preferred
- Proficiency in Outlook 365 required
- Understanding of computer systems and databases; experience with Salesforce a plus
- Excellent written, oral, and communication skills
- Detail-oriented and strong organizational skills
- Exhibiting strong interpersonal skills, a positive team player ready to interact with team members and community members on a regular basis
- Demonstrated cultural humility is a requirement of this role, which includes a strong awareness of varying dimensions of diversity, including gender, race, and ethnicity
- COVID-19 and influenza vaccinations are required with demonstrated proof of completion

**Work Environment**

This position operates in a hybrid in-office and virtual professional work environment. This position also regularly interacts with community members and patients in community settings. The Gateway to Hope team relies heavily on technology to achieve goals, while interacting regularly with the entire staff.

**Physical Demand**

Some light lifting and filing is required. This role routinely uses standard office equipment and technology.

**Position Type and Expected Hours of Work**

This is a nonexempt position averaging 40 hours per week. Hours of work primarily between 9:00AM and 5:00PM, Monday through Friday, with occasional weekend and evening commitments. Gateway to Hope offers a generous PTO policy, flexible working hours and pays 100% of employee healthcare premiums, and encourages well-balanced, healthy lifestyles.

**About Gateway to Hope**

Gateway to Hope, www.gthstl.org, is breast cancer lifeline. Our mission is to remove barriers to affordable, timely, quality healthcare, empowering people with breast cancer to face the disease and focus on healing. We believe that no one should have to choose between life-saving medical care and basic necessities. We know that these barriers to healthcare impact survival. That is why we provide financial and navigation support during treatment, so our recipients can access the care they need. We also lead community efforts to build greater access to affordable screenings and early detection options – another significant barrier to care and to breast cancer survivability. Based in St. Louis, Missouri, we serve communities across the state of Missouri and Southern Illinois. We believe in advancing health equity and are committed to building greater health equity in our communities. We are an equal opportunity employer and value the lived and learned experiences of all individuals. We place emphasis on creating a diverse environment - all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.