

Job Description

Title: Support Volunteer

Exempt: Non-Exempt

Department:

Reports to:

Summary:

The Support Volunteer Navigator's primary function is guiding patients through the healthcare system by assisting with access issues; developing relationships with service providers, developing relationships with patients and families; and helping to eliminate barriers to successful completion of care.

Qualifications:

- *Completion of mandatory training program site specific which may include: Cancer care education; the role of the navigator; the patient navigation process; communication with others; access to community resources; ethics and privacy practices; HIPAA; professional boundaries; proper way to initiate contact and offer services; how to empower the patient; record keeping; introduction to the biology of cancer and common types of cancer treatment along with an overview of the importance of clinical trials
- *Must possess and demonstrate excellent communication skills, initiative, tact, diplomacy and dependability to manage all of the duties of this job.
- *Must possess the necessary discretion to deal with confidential information
- *Must be able to establish and maintain rapport with all levels of hospital employees and external contacts
- *Able to anticipate patient needs and act upon them
- *Understanding of operational activities

Job Duties:

- *Assist patient in filling out paperwork
- *Identify each patient's unique logistical and emotional needs (barriers to care) and coordinate with professional staff to develop effective solutions
- *Guide patients through the healthcare system; help patients arrive at scheduled appointments on time and prepared
- *Connect patients and families to community and social support agencies
- *Facilitate interaction and communication with healthcare staff and providers
- *Keep patient's family informed of patient's status
- *Provide appropriate educational information under the direction of professional healthcare team
- *Help patient and families utilize resource center including internet and library materials
- *Identify personnel in departments directly involved in the care of breast health and cancer patients and establish relationships with them
- *Assist with arranging transportation where needed
- *Assist with arranging child care where needed
- *Build information-sharing relationships with other volunteer navigators
- *Enter patient data into tracking software
- *Provide support through active, empathic listening

Age Specific Competencies:

- *Must be able to demonstrate the knowledge and skills necessary to provide breast health services to adults and geriatric patients.
- *Must possess the ability to assess data reflective of the patient's status and interpret the appropriate information needed to identify each patient's requirements relative to his or her age specific needs, and to provide the care needed as described in the agencies policies and procedures

Required Competencies:

- *Understanding of facilities Safety policies and procedures to maintain a safe environment
- *Understanding of facilities Infection Control policies and procedures
- *Must acknowledge the concerns dealing with privacy and confidentiality