

## Job Details

<b>Job Title</b>	Transgender Patient Navigator, Part Time - SOM OBGYN (PATIENT NAVIGATOR 2)	<b>Job ID</b>	13754
<b>Job Code</b>	4199	<b>Job Family</b>	Professional Support Staff
<b>Location</b>	Mount Zion	<b>Weekly Hours</b>	20 ; 50%
<b>Appointment Type</b>	Career	<b>Department</b>	SOM OBGYN-Dept Clinical Admin
<b>Shift</b>	8-hour Days	<b>Full/Part Time</b>	Part-Time
<b>Union Information</b>	This classification is not represented by a union		
		<b>Favorite Job</b>	

Our legacy of unsurpassed patient care and unceasing mission to integrate high-tech medical research with clinical operations has led to our prestigious standing as one of the top 10 hospitals in the nation according to U.S. News & World Report. As a premier health care institution dedicated to advancing health worldwide, UCSF Medical Center can also be the best place to advance and shape your career.

The medical center's employees are one of the most important reasons why we are recognized as one of the nation's best hospitals. To work at UCSF Medical Center is to be part of an institution that provides the highest caliber of care to patients; a nurturing, dynamic and team-oriented atmosphere in which to best use your skills and talents.

### Department Description

The UCSF Obstetrics/Gynecology Health Center is recognized internationally for its expertise in providing comprehensive, specialized care for women's health issues. In fact, we are the only nationally designated Center of Excellence in Women's Health in Northern California. We are also recognized as one of the top hospitals in the nation for gynecological care.

Our staff recognizes that women's bodies differ from men's in many subtle ways beyond the obvious reproductive organs. We believe our patients have a right to compassionate, high quality care that is both comprehensive and convenient. Our doctors and staff are prepared to address your health needs from adolescence to menopause and beyond.

### Job Summary

The Transgender Patient Navigator is under the direct supervision of the Administrative Director or their delegate with a programmatic report to Dr. Madeline Deutsch, Director, UCSF Transgender Care, and guided by the policies and procedures of Primary Care Services and Women's Health, the Patient Navigator for Transgender patient services assists in the delivery of patient-centered care to transgender identified patients empaneled throughout the UCSF Primary Care Services practices and acts as liaison on behalf of this patient population to the wider organization to include specialty services and the hospital. S/he provides individualized assistance and support to patients, serving as a resource and advocate for patients. We are committed to providing the highest quality care to our entire patient population, including patients whose gender identity or presentation does not correspond with their birth assigned sex. This service has been created to provide the necessary support, education, coordination and resources for these patients, with the goals of improving the health, well-being, enhanced service experience and care coordination, as well as decreasing unnecessary medical costs.

The Transgender Patient Navigator provides patient care coordination by serving as a liaison between a patient and the practitioners and services they may require throughout the organization. This involves developing expertise in the operations and systems underlying all service areas directly or indirectly related to transgender medicine. The Transgender Patient Navigator uses motivational interviewing to assist patients to achieve their healthcare goals. S/he also employs analytical and risk stratification tools to identify patient subset requiring higher level of support in care coordination activities. The position requires self-high degree of independence, initiative, as well as exceptional social skills and emotional intelligence in order to support patients with a wide variety of psycho-social needs and effectively communicate with faculty and staff throughout the clinical enterprise. The Transgender Patient Navigator will be sure to always use the patient's chosen name and pronoun when referring to and communicating with the patient. .

This position is a vital and an integral part of the patient-centric care mission and direct patient education efforts of the UCSF National Center of Excellence in Women's Health, the Women's Health Resource Center, Women's Health Primary Care and Primary Care Services. It is the common goal of these programs to ensure transgender patients have full, equitable and convenient access to the clinical services they require and to the transgender-sensitive health education information needed to make informed decisions about their care. This position requires excellent oral and written communication skills; can work well with minimal supervision in a complex, fast pace and challenging environment, and, must be able to manage and mitigate patient clinical and administrative issues and respond directly to department and Health System leadership. S/he is required to comply with the UCSF House and Telephone Standards and is sensitive to the needs of patients, staff and providers at all times.

#### **Required Qualifications**

- Minimum two years previous experience in a healthcare related field or an equivalent combination of education and experience (e.g. health educator, community health worker, social worker, health plan, medical corps and clinical office staff)
- Excellent interpersonal and customer service skills. Ability to communicate and work effectively with a diverse population of patients, staff and physicians
- Excellent written/verbal communication skills. Ability to communicate sensitive financial issues with patients during a period when they and their partners are commonly in a highly emotional state
- Ability to work independently in a fast-paced, demanding environment with minimal supervision
- Proficiency with Windows-based software including Microsoft word, Excel, Outlook. Experience with insurance verification, patient financial services, medical record data abstraction, or data analysis
- Excellent analytical and problem-solving skills. Ability to develop solutions and recommend changes and follow through with implementation
- Ability to manage and oversee multiple tasks simultaneously, including high daily call volume
- Ability to maintain helpful, caring and courteous relationships with our patients, co-workers, and physicians
- Knowledge of medical terminology
- Comfort working in the electronic medical record to include properly capturing demographics and patient identity details
- Working knowledge of the organization and where to go to get issues resolved
- Prior experience developing work flow procedures and implementing systems to improve operations
- Direct patient teaching experience
- Willingness to honor patients' preferred gender identity and use the pronouns and terminology that the patient prefers
- Understand the differences between gender assigned at birth and the gender the patients' self-describe or self-identify
- The flexibility to orient and work at all UCSF Medical Center locations is required

#### **Preferred Qualifications**

- Bi-lingual or multi-lingual capability (Spanish, Cantonese, Russian)
- Experience with LGBT patients
- BA/BS degree

#### **Licensure/Certification**

- N/A