



Job Code: 7917

Grade: 13

HCWR: N

Job Title

Maternal Child Care Navigator

Department

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Maternal Child Care Navigator works under the supervision of the Clinic Manager to support the provision of prenatal care pediatric care for patient in Ambulatory Community Health Network (ACHN) clinics. The Maternal Child Care Navigator helps the patient navigate the health care delivery system to successfully interface with prenatal care, pediatric care, and in labor and delivery of John H. Stroger, Jr. Hospital.

Typical Duties

- Enrolls patients in prenatal care, pediatric care, and Stroger Hospital Labor & Delivery.
- Tracks and ensures patients are compliant with prenatal and well child visits.
- Introduces patients to prenatal and pediatric program and Stroger Hospital Labor & Delivery
- Represents CCH at community events to raise awareness of prenatal and pediatric care as well as Stroger Hospital Labor & Delivery.
- Outreaches and creates referral linkages with community organizations, churches, schools, etc. to promote and refer patients into our prenatal, pediatric, and Stroger Hospital Labor & Delivery.
- Completes health risk screening assessments by asking the patient questions and documenting the response.
- Performs supportive tasks for patients such as scheduling appointments, referrals to community based resources and directions on how to access services and care, follows up with the patient to close gaps in care.
- Works under direction of Clinic Manager to link patients to appropriate programs supporting pre and post care.
- Supports efforts to locate patients. This may include calling Medical Homes, pharmacies, driving by last known address to place outreach materials, conduct online search using white pages, contacting healthcare providers for updated demographic information, etc.
- Calls patient discharged from Labor & Delivery or hospital to assess patient status and to set- up follow-up post-partum appointment and well-baby care appointment in health center.
- Completes all education activities/training as required by state or accreditation standards.
- Provides education to patients on self-management techniques for chronic conditions.
- Documents all activities in the electronic medical record, expected delivery date logs, and other databases.
- Retrieves documentation from outside care organization such as history and physical, discharge summaries, and medication list to support effective transitions of care.
- Attends and participates in meetings, as needed.
- Performs other duties as assigned.



Minimum Qualifications

- High School Diploma or GED
- Two (2) years of experience providing health education or supporting linkages to community based resources for a health care organization or community based social service agency
- One (1) year of experience scheduling appointments and/or conducting patient follow-up calls
- Must be able to travel throughout Cook County work sites and neighboring communities
- Intermediate proficiency with Microsoft Word and Excel

Preferred Qualifications

- NA

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Demonstrates good computer and typing skills
- Demonstrate good phone and email etiquette skills with strong response times
- Ability to track meetings, appointments and emails in Microsoft Outlook
- Ability to prioritize, plan, and organize projects and tasks
- Ability to multitask and meet deadlines
- Ability to adhere to department policies and standards utilizing best practices
- Ability to maintain a professional demeanor and composure when challenged
- Demonstrate attention to detail, accuracy and precision

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.