



NOW HIRING

Patient Navigator

ABOUT US:

Founded in 2011, Circle Care Center (CCC) is Connecticut's largest independent provider of stigma-free sexual health and affirming medical services. CCC now serves more than 3000 patients annually across its two clinical locations in Norwalk and Glastonbury, and operates an in-house pharmacy at its Norwalk location. Circle Care Center's mission is to provide the highest quality medical care to its patients in Connecticut, specializing in primary care for people living with HIV and the LGBTQI+ community, as well as HIV prevention (PrEP & PEP), Hepatitis C, and STI testing and treatment, Gender-Affirming Care, and Behavioral Health Services.

SUMMARY:

Circle Care Center is seeking to hire a new patient navigator to support patients at its clinical locations. This position will be based at the organization's Norwalk location. The ideal candidate will have experience working with confidential patient information in a medical office. A passion for providing high levels of customer service and the ability to work in a fast-paced environment that sometimes requires multitasking are a must. The Patient Navigator assists patients through the healthcare process, providing guidance, support, and education to ensure they receive timely and quality care. The role involves coordinating appointments, addressing barriers to care, and serving as a compassionate liaison between patients and healthcare providers. This position will report to the Director of Operations.

Requirements

1. Ability to give full attention to what other people are saying, and to use logic and reason to identify the strengths and weaknesses of alternative solutions.
2. Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
3. Ability to monitor or assess the performance of yourself, other individuals, or the organization to make improvements or take corrective action.
4. Maintain a professional and positive working relationship with patients, medical staff, other co-workers, and the public.

Typical Duties

1. Guide patients through medical services, including scheduling, referrals, and follow-up care.
2. Assess patients' needs, preferences, and barriers to care (including insurance, communication, and transportation) and develop personalized action plans to support patients' access to the medical, pharmacy, or behavioral health services they require.
3. Provide education about medical conditions, treatments, and healthcare options.
4. Facilitate communication between patients and healthcare providers.
5. Connect patients with community resources and support services to address social determinants of health.
6. Document patient interactions accurately and communicate effectively with other staff at the organization as appropriate.
7. Promote patient advocacy, confidentiality, and adherence to healthcare regulations.
8. Identify trends and changes to healthcare insurance plans and proactively provide solutions.
9. Perform other duties as assigned.



Qualifications

1. A high school diploma or equivalent, as well as a bachelor's degree, is preferred.
2. Previous experience in healthcare, social work, or related fields.
3. Excellent communication and interpersonal skills.
4. Ability to work empathetically and collaboratively.
5. Knowledge of healthcare insurance, systems and community resources.
6. Bilingual skills are a plus.
7. Competencies
 - Dependability – The job requires being reliable, responsible, dependable, and fulfilling obligations.
 - Integrity – The job requires being honest and ethical
 - Adaptability/Flexibility – The job requires being open to change (positive or negative) and to considerable variety in the workplace.
 - Attention to Detail – The job requires being careful about detail and completing work tasks thoroughly.
 - Cooperation – The job requires working well with others and displaying a good-natured, team-oriented attitude.

Work Conditions

Constant standing or walking is required. Manual dexterity is required for sustained periods.

Compensation

Circle Care Center provides generous and fair compensation to its employees based on fair market value analysis. Compensation for this position may range between \$60,000 – \$70,000, depending on credentials and experience. Benefits include, but are not limited to, medical, dental, vision, short and long-term disability, life insurance, FSA, and 403B retirement savings.

To apply please submit your resume and cover letter to the organization's Director of Operations at lthomas@circlecare.org.

Circle Care Center provides merit-based equal employment opportunities to all qualified individuals without regard to membership in any protected class in accordance with applicable federal, state, and local laws.