

CITY OF CHATTANOOGA

Classification Specification Title: Lead Registered Nurse Navigator

Department: Executive Branch

Pay Grade: GS.13

Supervision Received From: Dep. Dir. Community Health

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 9/15/21

Revision Dates: 3/25/25;

9/3/24; 10/20/23

CLASSIFICATION SUMMARY:

Under direct supervision of the Director, Office of Community Health for Chattanooga, provides comprehensive coordination of care for patients and their families/caregivers, to eliminate barriers to timely care, facilitate flow/access through area system health care resources, facilitate interactions, increase patient compliance and satisfaction, maintain point of contact with providers and frequently serve as an initial first point of contact for patients and families.

NOTE: This is a grant funded position through 06/30/2023.

SERIES LEVEL:

The Lead Registered Nurse Navigator is a stand alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides oversight to services provided by registered nurse navigators and provides some patient nursing care for patients and/or patient populations.

Performs nursing and community needs assessments and triage of patient care needs for new and ongoing patients.

Oversees the planning, scheduling, and implementation of day-to-day clinical activities and procedures for navigated patients.

Work with physicians delivering primary care to facilitate, coordinate and ensure patient access to needed healthcare services.

Central point of contact for all navigated patients; including interaction with medical, nursing, ancillary services.

Provides education to patients, families, and significant others; acts as an information resource to students, health care professionals, patients, and the public.

Collect and report data from patients on barriers, health care, medications, and prior treatments.

Track care completion and follow up.

Monitor patient compliance with patient treatment plans.

Assist patients with referrals to outside resources and care coordination as needed.

Follows established policies, procedures, and objectives, continuous quality improvement objectives and safety, environmental, and/or infection control standards.

Collaborates with medical providers, patient care staff and clinic/facility management in the planning and implementation of patient and staff education.

Designs or participates in the creation of health education materials.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor or Masters' degree in Nursing; at least five (5) years of experience directly related to the duties and responsibilities specified, including some supervisory experience.

State certification or licensure from a state participating in the multistate privilege to practice.

Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

Will be required to submit immunization records for review for required vaccines (including COVID-19) and TB testing.

Must pass a pre-employment criminal background check. A post-offer, pre-employment physical examination/medical history check may be a requirement for some positions. Must provide proof of varicella immunity or obtain varicella vaccination within 90 days of employment. Must maintain current certification and/or licensure status.

May be required to complete department-specific professional development activities.

Employees who provide services or work in patient care or clinical areas are required to be in compliance with the facility/organization's influenza, and COVID-19 vaccination requirement. Bilingual preferred (Spanish).

LICENSING AND CERTIFICATIONS:

Must be Cardiopulmonary Resuscitation (CPR) certified

KNOWLEDGE & SKILLS:

Knowledge of supportive care principles and techniques for patients in community health settings. Knowledge of ethical principles and federal and state regulations governing the participation of human subjects in biomedical research. Knowledge of the principles and procedures of clinical research. Basic knowledge of managed care. Strong organizational and coordination skills. Strong interpersonal skills. Critical thinking skills. Strong written and verbal communication skills.

Ability to work effectively at all levels in a collaborative, customer service oriented, team environment. Ability to perform/supervise nursing assessments and patient triage. Ability to educate patients, families and/or communities. Ability to plan, implement and evaluate individual patient care programs. Ability to maintain quality, safety, and/or infection control standards. Ability to gather data, compile information, and prepare reports. Ability to read, understand, follow and enforce safety procedures. Ability to work autonomously. Ability to maintain emotional stability to cope with human suffering, emergencies, and other stressors. Ability to prioritize and reprioritize quickly. Ability to recruit, evaluate, and instruct clinical research subjects and volunteers.

PHYSICAL DEMANDS:

Work is performed primarily in an interior medical/clinical environment. Moderate physical activity. Requires handling of average-weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day.

WORK ENVIRONMENT:

Work environment involves exposure to potentially dangerous materials and situations that require following extensive safety precautions and may include the use of protective equipment.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

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